

## Telephone Enquiries



**Telephone No:** (090) 96 48200  
**Fax No:** (090) 96 42916  
**E-Mail:** info.portiuncula@hse.ie

*Fax is monitored 9 – 5 Monday to Friday*

**PUBLIC TELEPHONES:** are provided on all floors for your convenience. Should you wish to receive a call on one of these telephones, it is essential that prior arrangements are made with you, as these telephones are unattended.

### **PUBLIC TELEPHONE Nos:**

**Maternity:** (090) 96 42599  
**St. John's, St. Therese's and St. Clare's:** (090) 96 43804

Ground Floor-near Main Entrance:  
**Day Care, St. Josephs and St. Francis:** (090) 96 43807 / 96 43906  
**Out-Patients / Admissions** (090) 96 42667  
**Emergency Entrance:** (090) 96 43805

## Smoking

Portiuncula Hospital welcomes the introduction of the smoking ban. The Hospital operates a No -Smoking policy and actively promotes a positive healthy environment. Persons who are caught smoking in an enclosed workplace will be subject to a fine of €3,000.

## Visiting Times

We welcome visits from the families and friends of our patients and our aim is to be as flexible as possible in this regard. Recommended visiting times are arranged to suit the patient's needs, comfort and rest. Children are welcome at Portiuncula, but must be strictly supervised for the convenience and comfort of all patients and for their own safety.

### Scheduled Visiting Times:

**Daily:** 14.00 hours – 16.00 hours

**Evening:** 18.30 hours – 20.30 hours

**Rest Period for Patients:** 12.30 hours – 14.00 hours  
16.00 hours – 18.30 hours

Front Entrance Door will be closed from 21.00 hours – 07.00 hours. Entrance and exit to and from the hospital is via the Emergency Department doors on the lower ground floor.

### Unscheduled Visiting Times:

Visiting during unscheduled visiting times is by special arrangement with the ward/department manager or the nurse in charge of each ward.

***Exceptional Visiting Needs apply to the following areas only:***

- ICU/CCU (St. Martha's Ward)
- Maternity Unit
- Stroke Unit
- Special Care Baby Unit
- St Therese (Children's Ward)

# Welcome to Portiuncula

The staff welcomes you to Portiuncula Hospital. We hope that you will be comfortable with us and have a speedy recovery.

This booklet contains information with a table of contents which we hope will be of help to you as a patient of this hospital.

We fully understand that coming into hospital – particularly for the first time – can cause anxiety. For this reason we hope that the information in this booklet will help you to understand what happens in hospital and how the medical, nursing and other staff can best help you.

For the smooth running of the hospital it is necessary to have certain rules and procedures. These are based on experience and we trust that they will not cause you or your relatives any inconvenience. If any particular rule or procedure causes difficulty or embarrassment, please mention this to the nursing staff.

The information booklet should also be read by your relatives, particularly those intending to visit you while in hospital, as it will help to clarify any queries they may have.

In the case of **children being admitted to hospital, please ensure that you are given a leaflet entitled 'your child in hospital'** as this contains valuable information to assist you in helping your child to cope with their stay in hospital.

Maternity patients should ensure that they obtain a copy of our Maternity Information Booklet that contains very comprehensive information on many aspects of maternity care provided in Portiuncula.

Your suggestions on how we may improve our service to you will be welcomed and responded to promptly where possible.

## The Hospital

Portiuncula Hospital was founded in 1943 by the Franciscan Missionaries of the Divine Motherhood. The name Portiuncula 'little portion' is derived from the first Church of St. Francis of Assisi, which was a very small building and can still be seen within the Basilica in Assisi. The name was particularly appropriate for the small Nursing Home established in 1943, in two houses in Mount Pleasant before moving to its present location in Brackernagh in 1945. The hospital's facilities have been extended and its services developed on an on-going basis over the years and the result is an acute modern hospital providing a first class standard of care.

## Portiuncula Hospital Vision Statement

In keeping with the Franciscan tradition of love and compassion, the Franciscan Missionaries of the Divine Motherhood founded Portiuncula Hospital to provide a health care service. In the same spirit, we continue to provide a very high quality of care to our patients and the communities we serve.

### **Mission Statement**

Portiuncula Hospital forms an integral part of the service provided within the Health Service. We respect the dignity and intrinsic worth of each person, and we make every effort to act with integrity in their regard, respecting the rights, cultures and beliefs of all.

We are committed to the care and improvement of human life, and we strive to deliver high quality, compassionate, cost-effective health care in the community we serve. We value the talents, originality and creativity of each member of our staff and support the development of each individual to reach their full potential.

We respect the tradition of the Franciscan Missionaries of the Divine Motherhood who founded Portiuncula Hospital.

### Car Parking

In the interest of safety, we urge patients and visitors to park in the grounds of the hospital. There is a standard charge, which you will need to pay at the barrier on exiting the hospital grounds. Please ensure that when parking your car, you do not obstruct free passage on the Hospital roadways or occupy reserved spaces, which may be needed in emergencies. Disabled car park spaces are reserved for **permit holders only**. The hospital accepts no liability for loss or damage to vehicles parked on hospital property.



## Admissions

**THE ADMISSION OFFICE IS OPEN 24 HOURS EACH DAY.** All patients for admission including Maternity patients must call to the admissions office to complete relevant paperwork.

The office is located on the ground floor and operates from 8 am – 5 pm Monday to Friday for all Day Care patients and elective admissions: Sunday from 1pm – 6pm for elective admissions.

At all other times the office operates from the Emergency Reception Desk.

Elective admissions are asked to arrive at the hospital between 2pm and 4pm. It is essential to telephone the admissions department before midday on the day of your planned admission to confirm availability of a bed.

## Hospital Records /Personal Details

Please ensure that the details of your name and address and those of your relatives are correct. Any change should be notified to the hospital as soon as possible.

As part of routine procedures, staff at Portiuncula Hospital collect detailed personal information about patients attending the hospital. Some of this information is recorded in a computer system for further reference during the patient's current attendance and on any future occasions when they may return to the hospital. The hospital management wishes to assure all patients that any personal details held on computer will be treated in the strictest of confidence and will not be disclosed to anyone who is not directly concerned with the patient's treatment. Portiuncula Hospital is registered with the Data Protection Commissioner as a Data Controller.

## What to bring with you

What to bring with you.....

- Nightwear (4 sets)
- Dressing Gown
- Slippers
- Towels (2)
- Personal Toiletries (Soap, Face Cloth, Toothbrush, Razor, Etc.)

Where possible casual clothing should be worn, especially for patients who are mobile and independent.

Ladies who are coming in for surgery or Day Care should bring their make-up and nail varnish remover with them, as it is necessary that make-up be removed.

## Medicines



The Doctor and Pharmacist will need to know what tablets or medicines you are already taking. For this reason, you should bring with you any prescriptions and tablets or other medicines you may be taking and hand them to the Ward Manager. This will enable the medical team to decide whether it is necessary for you to continue your existing medication during your hospital stay. Under no circumstances should you take any tablets or other medicines yourself. Once your medicines are checked by the Doctor or Pharmacist they will be returned to you. All medicines will be administered by the Nursing Staff during your stay.

## Personal Property

For security reasons we advise that you avoid bringing any jewellery, valuables or large sums of money with you. If this cannot be avoided, please advise the Nursing staff, who will arrange for safekeeping. You will be provided with a receipt.



## Hospital Fees

If you are the holder of a current Medical Card, it is important that you bring the Card with you to the hospital – the number alone will not suffice.

If you are a member of the VHI or BUPA, you will be asked to provide the Subscribers Name and Membership Number on admission. As a service to you, the hospital has a direct payment arrangement, which enables your claim to be settled between the hospital and your Insurance provider.

### **IF YOU CHOOSE TO BE A PUBLIC IN-PATIENT:**

- You will be required to avail of a public bed
- You are not a private patient of any Consultant and you do not pay consultant fees.

### **IF YOU CHOOSE TO BE A PRIVATE IN-PATIENT:**

- You will be required to avail of a private or semi-private bed.
- You are the private patient of your own Consultant and also of the other consultants involved in your care (e.g. radiologist, pathologist, anaesthetists etc.) and are liable for all consultants' fees and accommodation.

## **HOSPITAL FEES FOR BOTH PUBLIC AND PRIVATE PATIENTS ARE DISPLAYED IN THE ADMISSIONS DEPARTMENT**

Every effort will be made to meet your accommodation preference depending upon occupancy rates at the time of admission.

If, in emergency, you must be admitted immediately to hospital, you will be accommodated in whatever bed is available. For example if you are a private patient and a private / semi private bed is not available, you will be admitted to a public bed until a private / semi-private bed becomes available.

If you are a public patient and admitted to a private bed, you will be requested to move to a public bed once it becomes available. Failure to comply with this request will result in you being charged for the private bed.

Children are accommodated in single bed cubicles or in rooms occupied by a small number of children, depending on the child's age and reason for admission.

## **Ward Routine**

Following admission, you will be directed to your ward and introduced to your nurses who will acquaint you with the facilities of the ward. Please do not hesitate to speak to the nurses and doctors if you have any questions, concerns or worries. They will be only too happy to help.

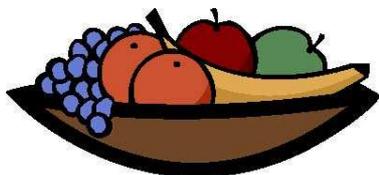
The Ward staff may be identified by their uniforms:

- Clinical Nurse Manager I, II **Pattern and Navy**
- Staff Nurses wear **Pale Blue**
- Student Nurses wear **WHITE**
- Ward attendants wear **Lavender**
- Household Staff wear **Green**

The Nurse Call system may be operated by pressing the bell at the side of your bed, which will ensure that you are attended to as soon as a member of staff is available. Call bells are located in the bathrooms. If you feel weak or unsure of your stability at any time, please call for assistance.

Telephone enquiries must be dealt with by nursing staff on the wards. Please encourage relatives and friends to contact your immediate family for the latest news on your progress. This will allow the nursing staff more time to attend to your needs.

## Catering



We understand the importance of nutrition in promoting good health and well being and our patient menus offer attractive and varied dishes. Special diets are available and our Dietician will offer dietary advice when required. A wide choice of menu is available.

## Hospital Shop/Cafeteria:

The Hospital Shop/Cafeteria is situated on the Ground Floor, near the Hospital Front Entrance.

The Cafeteria provides a warm and quiet atmosphere where relatives and friends may relax and enjoy a cup of tea or speciality coffees and hot chocolate. The sandwich and deli bar serve fresh made to order rolls, baps sandwiches, salads and hot panninis, fresh soup, pastries scones desserts and fresh fruit.

The Shop stocks a variety of chilled minerals, waters and juices, yoghurts, snacks, chocolates, ice cream, newspapers and magazines as well as greeting cards, gifts and toiletries.

Outside of the opening hours there are vending facilities available 24 hours a day in the A & E Department serving fresh coffee, tea, hot chocolate, fresh sandwiches, snacks, juices and minerals.

Opening hours:

Café: Mon – Fri 9.00 a.m. to 8.00 p.m. Sat & Sun 9.00 to 7.30 p.m.

Shop: Mon – Fri 9.00 a.m. to 8.30 p.m. Sat & Sun 9.00 to 8.30 p.m.

## Laundry

We regret that we are unable to provide a laundry service for your personal laundry. However, in an emergency, Nursing staff will make special arrangements for you.

## **Mail**

Your letters will be delivered to you daily. Packages and flowers will be delivered to your ward. Please ask your friends to put your first name as well as your surname on your letters and also the name of the ward. A post box for your outgoing mail is located in the Front Lounge.

## **Magazines and Newspapers**

A trolley visits the wards twice daily allowing for the purchase of newspapers, magazines etc.

## **Anaesthetic Department**



All patients are visited by the Anaesthetist prior to their surgery and he/she will be happy to answer any queries you may have.

## **Patients having Day Care Procedures**

***Answers to questions you may have.....***

### **Why am I not permitted any food or drink before my operation or procedure?**

A general anaesthetic or sedative injection cannot be administered for several hours following food or drink. If you are having your procedure in the morning you should fast from midnight. If your procedure is in the afternoon you should have a light breakfast only (i.e. tea/coffee and toast), before 7.30 a.m.

### **Why am I not permitted to drive or operate machinery or undertake work for 24 hours?**

The drug used in a general anaesthetic or sedative injection remains in your system for up to 24 hours and could impair your judgement. Your insurance cover could also be invalidated.

**Why should an adult escort me?**

For the same reason as above.

**Why must I not take alcohol, sleeping drugs or tranquillisers?**

They may enhance the effects of the anaesthetic, further impairing your judgement.

**Why do I need a responsible adult at home to look after me?**

You might need assistance during the night because of the type of operation you have had and the effect of the anaesthetic. On leaving Portiuncula, you will be given a letter for your G.P., should you need to contact him/her during the first 24 hours following your discharge.

## Clinical Nurse Specialists

There is a range of services provided in the Hospital by a number Clinical Nurse/Midwifery Specialists. These are attached to various different departments. The following is a list of contact number for Clinical Nurse/Midwifery Specialists in the Hospital.

Breastfeeding/Lactation	Ext 619, Bleep 825
Cardiac Rehabilitation	Ext 545, Bleep 415
Stoma Care	Ext 362, Bleep 820
Diabetes Care	Ext 362, Bleep 515
Oncology	Ext 293, Bleep 653
Stroke Care	Ext 613, Bleep 839
Palliative Care	Ext 286, Bleep 813
Resuscitation	Ext 505, Bleep 715
Neonatal Resuscitation	Bleep 852
Respiratory	Ext 637, Bleep 826
Care of Elderly	Ext 613, Bleep 840
Pain Control	Ext 252, Bleep 604
Infection Control	Ext 502, Bleep 534
Haemovigilance Officer	Ext 535, Bleep 700
Occupational Health	Ext 617/648 Bleep 842

## Department of Nutrition and Dietetics



A Dietitian is a health professional who is qualified to give accurate advice and information on all aspects of nutrition and diet.

All Dietitians give nutritional advice that is specific to the person and their diagnosis.

The Doctor will refer you to the Dietitian should you need dietary advice. We provide an inpatient and an outpatient service. We hold three outpatient clinics per week on an appointment basis only. The Dietitian is also available at the following clinics:

Diabetic clinics on the first Thursday and Friday of every month and the public pain clinic.

We also facilitate group education sessions for Coeliac patients and women availing of the antenatal services at Portiuncula Hospital.

We are unable to accept referrals from G.P.'s at present.

We are available Monday to Friday 9.00am to 4.30pm on the following telephone no.: 090 9648206. Please leave a message on the answering machine if we are out of the office.

## **Medical Social Worker**

The Social Work Department in Portiuncula provides a direct service to patients and their families where illness, medical care and treatment are complicated by social and emotional problems. Social Work support is available to enable patients and their families to express and explore their worries, concerns and expectations in relation to their hospital stay and after care. The Social Worker can advocate on behalf of individuals in accessing support services in the community. Social Work intervention aims to help people address whatever difficulties they may have and to help them cope with their particular situation.

## **Occupational Therapy**

The Occupational Therapist works to enable a person with an illness or a disability to become as independent as possible in their daily life. On initial referral to an occupational therapist, the patient will be assessed and depending on the result, a programme of therapy is devised.

The therapist's first priority is to make the patient independent in 'Activities of Daily Living'. Sometimes depending on the illness the patient may experience cognitive problems. An assessment is then conducted to determine to what extent these exist and whether the patient can manage safely while performing activities.

Prior to discharge from hospital the Occupational Therapist may carry out a 'home assessment'. The Occupational Therapist works as part of a multidisciplinary team in the hospital providing a high quality service to patients.

## **Pastoral Care Department**

The Pastoral Care Team in Portiuncula comprises a team of trained professional staff, Catholic and Church of Ireland who offer –

- Respect for cultural and religious differences
- Encouragement of each person's own personal and / or spiritual resources
- Loss, Grief and Bereavement support
- Assistance with rituals, sacramental ministry and prayer when appropriate
- Confidentiality
- Attentive, non-judgmental listening
- Regular ward visiting

The chapel is located on the ground floor and is open to all patients, their families, friends and staff. All are welcome to use the chapel for personal prayer and mediation or as a place of peace and rest.

Mass times are posted on the notice board outside the chapel.

Holy Communion is available every day, and for Church of Ireland patients is available on request.

Arrangements will be made to contact any minister of religion on request.

## **Physiotherapy Department**

The Department serves patients from the HSE West area needing physical rehabilitation of both in and out patients, with conditions of both acute and chronic nature.

The Physiotherapy Department is situated on the lower ground floor of the Hospital.

The Physiotherapists cover all areas of health care: acute and chronic orthopaedic out-patients, women's health, medical and surgical respiratory care, Cardiac Rehabilitation, stroke and general mobilisation therapy, acute paediatric care and moving and handling.

The Doctors in the teams on the wards make referrals to the in-patient service. GP's, Consultants, Public Health Nurses and Physiotherapy colleagues can request outpatient treatment. These referrals are prioritised on the basis of need and the acute nature of the problem.

The first outpatient appointment is at 08.15 and the last appointment is at 16.00. Lunch is generally between 12.45 and 1.30 Monday - Friday.

Patients being brought to the gym from the ward should be dressed in casual loose daywear.

## **Radiology**

The Radiology Department or "X-Ray" deals with all x-ray examinations, procedures and diagnostic imaging in Portiuncula Hospital. The tests that are performed in the Radiology Department include all general x-rays, Barium meals, IVP, Ultrasound, Doppler, Mammography, Dexa Bone Scans for osteoporosis, CAT scan, Mobile MRI. The X-ray staff will be happy to explain the procedure to you prior to examination.

If you are an Outpatient a referral letter must be received from your doctor (GP or hospital doctor) before any of these examinations are carried out. Following an appropriate referral you will be sent an appointment with the relevant instructions. These scans and examinations are in high demand. In order to avoid unnecessary delays, it is important you follow instructions carefully and attend for your appointment on time. If you have any queries you can contact the radiology department. The results of your x-ray are sent to your doctor.

## **Sickness Benefit**

If you are entitled to draw sickness benefit, please ask a member of the Nursing Staff who will arrange for a Doctor to provide a Medical Certificate for you.

## **Discharge Procedures**

Discharge planning is an integral part of patient care involving the patient, his/her family and the health care team. If you have any issues regarding your discharge the Community Liaison Nurse is available to address your concerns.

Ideally patients will be given 24 hours notice or more of their proposed discharge date. In this instance the bed should be vacated by 12 mid day. However, if patients are informed of same day discharge, they can expect to be given two to four hours notice. This enables the hospital to facilitate admissions.

If you have any difficulty regarding transport or contacting relatives please tell the Nursing Staff. You will be provided with a discharge letter should you require urgent treatment within 24 hours following your discharge. Where necessary you will also be provided with a prescription sheet. Please call to the Nurses Station to let Nursing staff know that you are going home.

## **Out-Patient Clinic Appointments**

If it is necessary for you to have an Out-Patient Clinic Appointment on discharge, the Nursing Staff will arrange this appointment for you.

## **Patient Services Manager**

As part of Portiuncula's commitment to a quality patient orientated service, the Patient Services Manager is available to all patients.

If you are concerned about your treatment or care while in hospital, please do not hesitate to raise the matter initially with the Ward Manager or your Consultant.

Should you wish to complain about any aspect of your treatment or care, you can contact the Patient Services Manager directly through the Receptionist. Alternatively, you can put your complaint in writing and address it to the Patient Services Manager. Your complaint will be treated seriously and in confidence. You will be informed of the outcome and of any planned remedial action.

## **Suggestions/Comments**

If you wish to make any suggestions or comments that will help us improve the services offered in the hospital, please jot them down on the back page of this booklet and place them in the comments and suggestions box at reception or alternatively contact the Patient Services Manager.



