



Ospidéal na hOllscoile Thiobraid Árann

Tipperary University Hospital

Patient and Visitor Information

A University Affiliated Acute Hospital

Teaching | Understanding | Healing



Waterford Institute of Technology
INSTITIÚID TEICNEOLAÍOCHTA PHORT LAIRGE



UNIVERSITY OF
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School of
Medicine

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Tipperary University Hospital

Our staff welcome you and we hope your stay here is a positive one. If you cannot find the information you are looking for please ask and we will do our best to help you. If you wish to talk to someone about any concerns please ask a member of our staff for assistance.

Tipperary University Hospital is a level III Acute Hospital and is part of the South South West Hospital Group. It is governed by the Executive Management Team.

Tipperary University Hospital has referral pathways with the Model 4 Hospitals in the region; University Hospital Waterford, Cork University Hospital, Cork University Maternity Hospital and with other specialist centres in Dublin.

It provides Shared Care programs for Paediatric, Oncology and Maternity services outside the region. Mental health services are linked with St Luke's General Hospital Kilkenny and University Hospital Limerick.

Tipperary University Hospital is a teaching hospital affiliated with University College Cork, University of Limerick, University College Dublin, Waterford Institute of Technology and other third level institutions.

In Tipperary University Hospital we aim to provide the highest quality healthcare and service to all our patients.

Our Mission

- To provide safe, high quality and compassionate care to every person, every time.
- To integrate care to prevent ill health, improve well being and meet the needs of the people.
- To respect dignity, privacy and rights of our service users and staff.
- To continue to use resources wisely so we can invest in and improve our services.
- To be a great place to work, where staff feel valued and can reach their full potential.

Contact Information

Address:	Western Road, Clonmel, Co. Tipperary, E91 VY40
Main Hospital Telephone:	(052) 6177000
Outpatient Appointment:	(052) 6177061
X Ray Appointments:	(052) 6177075 / (052) 6177076
Patient Accounts:	(052) 6177006

Your Stay in Hospital

Admission Information

Your admission to hospital may have been through the Emergency Department by referral from GP or Out Patients services. Alternatively you may have had a preplanned admission as arranged by your healthcare team.

Identity Bracelets

You will be given an Identity Bracelet once admitted and you must wear it at all times during your stay at Tipperary University Hospital. Please check that all details are correct. Please tell a nurse if your identity bracelet comes off or is damaged.

What to Bring

When you come to hospital only please bring essential items:

- Admission letter or GP Letter
- Medical Card /Private Medical Insurance Information
- Bedwear (nightdress/pyjamas/dressing gown) Clothing and undergarments you normally wear, including incontinence wear if appropriate.
- Slippers/ shoes (with non-slip soles if possible)
- Toiletries/Towels/Hairbrush/ Comb/ Toothbrush/ Toothpaste/ Shaving equipment / Deodorant – roll on preferable.
- All medication/tablets you are currently taking (you will be asked to send these home after they have been checked). Please bring original boxes if available. Your pharmacy can provide you with a list of your current medications, you or a family member can complete “My Medicines List –Know Check Ask” available on www.safermeds.ie or from your Pharmacy.

Do not self-medicate (Take your own medication) whilst in hospital

- Any equipment or aids used in your care – including hearing aids, walking aids and glasses.
- Suitable everyday clothing for attending Physiotherapy rehabilitation.
- Small amounts of cash (if you wish to make purchases during your stay)
- Phone + charger/ headphones
- 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.
- Contact numbers of 2 different people (next of kin) Please ensure we have the correct contact details for your next of kin.

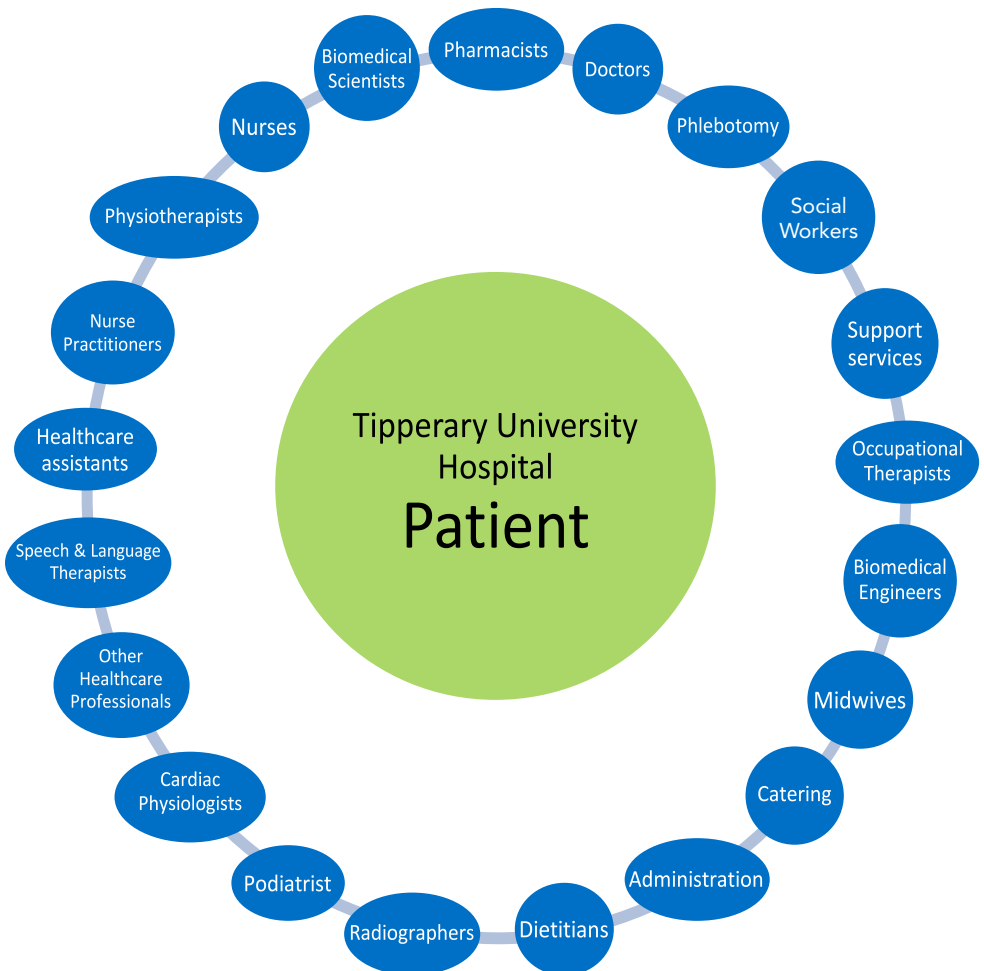
Do not Bring

Jewellery, cash, electrical equipment and any valuable items. The Hospital does not accept responsibility for the loss or damage to any valuables, money or other articles that you bring with you. The hospital does not provide secure storage areas.

Accommodation

You will be accommodated in 2, 3, 4 or 6 bedded ward. Single rooms are not guaranteed as these are mainly used for medical reasons (e.g. isolation). You will be moved to a different bed or ward if your clinical condition changes, your required period of isolation is complete or to accommodate other patients' clinical conditions. This can sometimes happen during the night. Your co-operation is appreciated. This decision is made by management to ensure the safety of all patients. Our hospital provides standard public ward, semi-private and private rooms.

Your Health Care Team



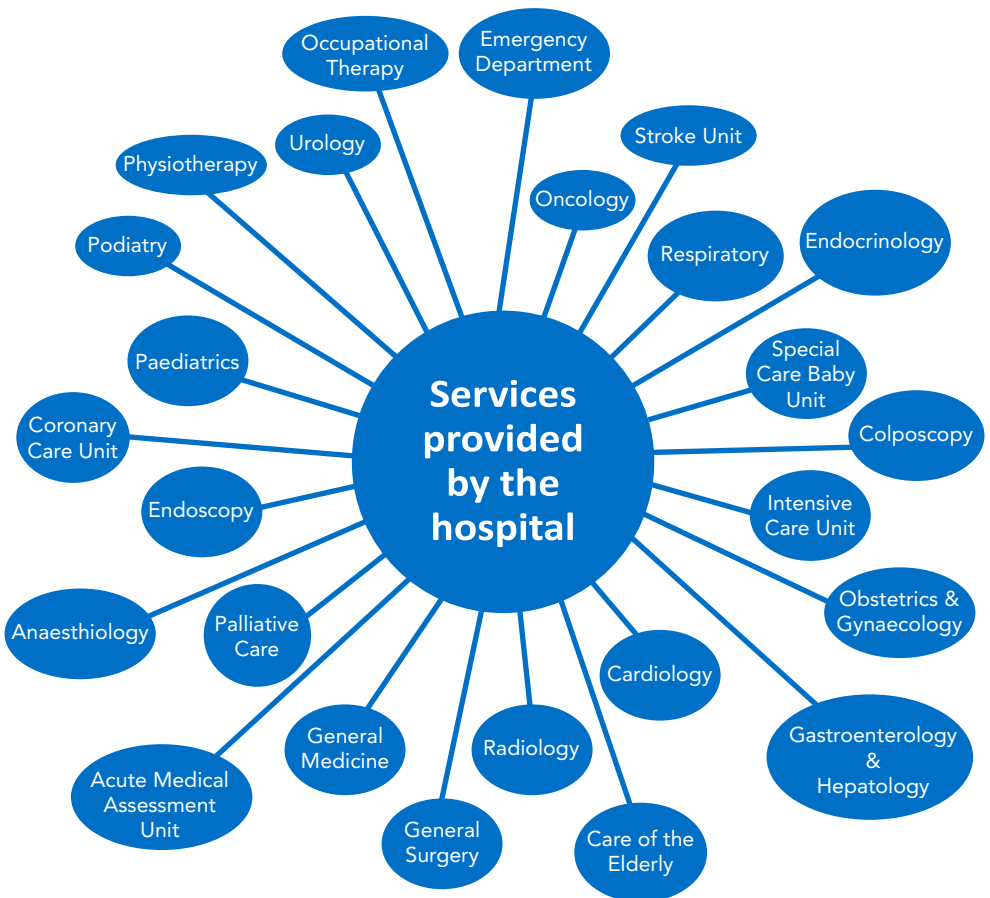
Taking an active part in your care

Your care is centered around you. When you take part in decisions about your treatment, it can improve your experience in the hospital and help in your recovery.

Here are some ways you can do this:

1. Be involved in your health care. Ask member of your care team if you have any questions or concerns about your care. Plan questions you want to ask in advance.
2. Inform your nurse if you are feeling unwell i.e. develop diarrhea / vomiting.
3. Tell us about your past illnesses, your current health condition, previous allergies.
4. Do not take your own medications while in hospital.
5. Do not leave the ward or go outside without permission /advising a staff member.

Services Provided by the Hospital



Food & Nutrition

Good Nutrition in Hospital is important to help you recover faster and prevent malnutrition. When you are ill you may need more energy, protein, vitamins and minerals than usual to help you recover.

What times are meals served?

8:00 am Breakfast
12:00 Lunch
16:30 Tea
20:30 Supper Additional tea/hot milk/ hot chocolate/ sandwiches /biscuits offered

During mealtimes, we want you to eat and drink as much as you can. We try to reduce interruptions while you are eating, for example relatives visiting or us calling you out for tests. We only allow visitors to stay with you if they are helping you to eat or drink.

Our Hospital Menu

Our food in Tipperary University Hospital is freshly prepared by our Catering Department. There is a variety of food choices and it changes each week for 4 weeks. The full menu available is on display outside each ward kitchen. Catering staff will offer these choices to you at your bedside daily. Fresh water and the following snacks are also available throughout the day: Yoghurt, fruit or biscuits.

THERAPEUTIC DIETS:

If you have a specific dietary need or swallowing difficulty, please tell nursing staff on admission. You may be prescribed a specific diet during your hospital admission.

Gluten Free Diet	Low Residue Diet
High Protein High Calorie Diet	Low Salt Diet
Low Potassium Diet	Liver Diet
Low Phosphate Diet	Healthy Eating (Low Fat)
Light Diet (post-surgery)	Diabetic Diet
Minced & Moist Diet	Soft & bite sized diet
Easy to Chew	Pureed Diet
Liquidised	Vegan/Vegetarian

If you have a known food allergy, please tell nursing staff on admission. We can also provide meals if you have a cultural, ethnic or religious dietary requirement. If you have difficulties using cutlery, we can give you specially-adapted cutlery.

BRINGING FOOD INTO HOSPITAL

Please note we are unable to store refrigerated foods or to reheat food that has not been provided by Tipperary University Hospital.

What if you need help with mealtimes? If you need help eating or drinking please inform us when you are being admitted. Nursing and health care staff can help you with eating. If you have dentures please bring them in.

What if you miss a meal? If you miss a meal a replacement meal will be provided.

What if you are asked to fast? If you are asked to fast for medical reasons the catering staff will be informed and they will not take your order until you have finishing fasting.

Hand Hygiene: Please wash your hands before meals. Hand wipes can be provided for those who have to stay in bed.

Medications

Please inform us of all medication/tablets you are currently taking (you will be asked to send these home after they have been checked). Your pharmacy can provide you with a list of your current medications, you or a family member can complete "My Medicines List –Know Check Ask" available on www.safermeds.ie or from your Pharmacy.

Please let us know if you have a medication allergy.

We will provide you with the appropriate medication during your stay. If you have any queries about a medication just ask us. **Do not self-medicate (take your own medications) whilst in hospital.**

You will receive an updated prescription on discharge which will be discussed before discharge. Please "Know Check Ask" about your medications before your discharge.

Preventing Blood Clots

Thrombosis Ireland and HSE have issued a blood clot alert card. Please read the below, follow their advice and inform us if you are experiencing any symptoms.

For more information:
www.thrombosisireland.ie

BLOOD CLOT ALERT CARD

WHAT IS A BLOOD CLOT?

This is the formation of a clot inside a blood vessel, usually in the leg, which may break off and go to the lungs. This can be fatal.

60% of clots happen in HOSPITAL or in the 90 DAYS following admission.



Blood clots can be very serious - but there are effective treatments to deal with them and help prevent them

SIGNS AND SYMPTOMS OF A BLOOD CLOT

- Swelling or pain in one leg or calf
- Warmth or redness in the leg
- Short of breath or rapid breathing
- Chest pain (particularly when breathing deeply)
- Coughing or coughing up blood

If you have one or more of these, you may have a clot and need urgent treatment



THROMBOSIS IRL

CSN:
20154240



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service

BLOOD CLOT ALERT CARD

Am I at risk?

WHAT CAN I DO TO HELP MYSELF?

- Ask for your risk of blood clots to be assessed, especially if you are in one of the higher risk groups listed opposite
- Walk and move as much as possible
- Drink plenty of fluids
- If directed to use stockings or medication to prevent or treat a clot follow instructions exactly
- Remember, a clot can form up to 90 days after being in hospital
- If you have any signs or symptoms of a clot, take **immediate action** to seek medical help

You have a HIGHER CHANCE of getting a clot in HOSPITAL than on an AEROPLANE!

YOU MAY BE AT HIGHER RISK IF YOU:

- are admitted to hospital and for 90 days after you go home
- have active cancer or receiving cancer treatment
- are pregnant or have had a baby less than 6 weeks ago
- become immobile (more than 3 days in bed / travel non-stop more than 6 hours / in a leg cast)

RISK MAY INCREASE FURTHER IF:

- you or a close relative had a blood clot
- you had surgery in the last 90 days
- you have thrombophilia (tendency to clot)
- you are on the oral contraceptive pill or HRT
- you have heart, lung or inflammatory disease
- you are over 60 years of age or are overweight
- you have varicose veins that become red and sore

Preventing Falls

Whilst you are in hospital you are at a higher risk of falling. We will assess your risk of falling. If you are at risk of falling we will put a special plan of care in place to reduce the danger of an accidental fall and injury.

What can you do to help?

Keep everything you need within reach

Use your call bell to get help

Avoid stretching or bending to reach things.

Get out of bed slowly

Ensure your shoes/slippers fit and are non slip

Do not walk when you are only wearing socks

Call for a member of staff to help you get to the bathroom /toilet - "Call Don't Fall"

Inform staff if you experience dizziness, blurred vision or feel weak.

Always use your walking aid.

Put your safest shoe forward



Preventing infection

Please tell staff if you have been told previously that you have a bug/infection. If you have any written information on this please show it to your nurse.

To help prevent infection:

- Follow the advice of staff.
- Keep your bed space clutter free.
- Keep personal belongings to a minimum.
- Wear appropriate footwear at all times.
- Use your own toiletries and do not borrow or lend to others.
- Wear a mask as directed. It is advised to wear a facemask when away from your bed or when there is a healthcare worker present at your bedspace.
- Do not sit on other patients beds.
- Do not share belongings.
- Do not congregate with other patients or go to other wards.
- Maintain social distancing.
- Clean your hands regularly, especially before eating, after using the washroom etc.
- Feel free to ask staff members to carry out hand hygiene before they touch you – this can be in the form of hand washing or the use of alcohol gel.
- Inform your nurse if you develop any of the following symptoms ie diarrhoea and/or vomiting, symptoms of COVID-19/Influenza.
- Inform your nurse if any of your visitors have tested positive for COVID-19 and you are a close contact.

Visitor restrictions may be in place as directed by hospital management, this is for patient and staff safety to reduce the spread of infections.

Smoking Cessation Service

Smoking is the single biggest cause of ill-health and death in our society All in-patients who are admitted to Tipperary University Hospital will be offered behavioural support therapy to cease smoking to enhance their quality of life. Patients can also commence Nicotine Replacement Therapy (NRT) as part of their in-patient medical management. The smoking cessation advisor will review the patient if requested and again as an out-patient after the hospital discharge. Patient's carbon monoxide levels are recorded to monitor their progress.



Palliative Care Service

Tipperary University Hospital has Interdisciplinary Specialist Palliative Care Services. Their goal is to improve and maximize the quality of life for patients and their families at every stage of their illness.

The aim is to relieve and treat the underlying cause of symptoms such as pain, vomiting, fatigue, breathlessness, anxiety or constipation, whilst also providing psychological, social and spiritual support.

Discharge

From the day that you are admitted, a number of different staff involved in your care (the multidisciplinary team) will work with you, your relatives and carers to plan your discharge. Your date of your discharge will be agreed and discussed with you by the consultant and multidisciplinary team.

Please advise your nurse as early as possible in your stay, if you think you will have any problems with going home. Discharge time for inpatients is usually 11am.

Day surgery patients are discharged when clinically ready up to 7 pm.

Make sure you know what to do when you go home from the hospital or from your medical appointment.

Useful questions to ask:

- a. What treatment you received
- b. Do you need a prescription before you go home
- c. What transportation you will need to get home
- d. What type of care you will need at home and if you will need someone to stay with you
- e. What symptoms or danger signals to watch for and who to call if something does not feel right
- f. What medications you must take, how to take it, and any side effects “Know Check Ask”
- g. What foods you should eat and not eat
- h. When can you go back to your regular activities, such as work, school, exercise, and driving
- i. What follow-up appointments you will need and who will make them

The discharge planner will help you and review any additional needs you may require in preparation for your discharge.

After you leave the Hospital

The hospital staff will let your GP/Public Health Nurse (PHN) know when you are being discharged.

When you leave the hospital, hospital staff will prepare a discharge communication (a summary of medical information about your treatment in hospital and ongoing services that have been arranged for you). This communication will be given to you and a copy will be sent to your GP.

You may wish to make an appointment to see your GP following discharge.

If you feel you are not well and not managing at home, contact your GP and/or Public Health Nurse.

Additional Information

Accessibility

If you require any assistance relating to a disability, please speak to any member of your care team so that we can make the appropriate accommodations.

Baby Security Tagging System

The hospital has a baby tagging system and patient wandering system in place. This is to ensure patient safety. When activated, all doors will automatically close. In the event of the system being activated please adhere to the instructions of the person in charge.

Balloons & Flowers

Latex balloons and flowers are not allowed in the hospital. They can cause an allergic reaction in some people. Mylar (foil) balloons are a great alternative and are available in the Shop.

Compliments, Concerns and Complaints

We strive to improve our service and appreciate your input. If you have any concerns please discuss with the Ward Manager or Deputy.

There are many ways you can tell us about your experience:

- Tell the people caring for you today.
- Fill out the 'Your Service Your Say' paper feedback form and put it in the feedback box or give it to a member of staff.
- Send a letter to the service - a staff member can give you the contact details.
- Email the HSE at yoursay@hse.ie or call 'Your Service Your Say' on 1890 424 555 from 9am to 5pm Monday to Friday. Call 045 880 429 from a mobile.
- Call HSELive on 1800 700 700 from 8am to 8pm Monday to Friday and 10am to 5pm on Saturday.

End of Life Symbol

This symbol is used to signal that a person is dying or has died. On viewing this symbol, staff, patients and the general public should create an atmosphere of quiet and respect the person who is dying /has died and the grieving family.



Fire Safety

Please check where the fire exits are on your ward, ask a staff member to assist. If you suspect a fire you should raise the alarm and inform a member of staff immediately.

Freedom of Information

A copy of your medical records is obtainable under the Freedom of Information (FOI) Act 2014:- <https://www.hse.ie/eng/services/yourhealthservice/info/foi/making-a-request/>

GDPR

Tipperary University Hospital protects rights to privacy and confidentiality. Taking photographs and recording in Tipperary University Hospital requires the consent of those involved and management. Anonymized patient information is provided by the hospital to other health care agencies such as the DoH&C, HSE, the Economic and Social Research Institute (ESRI), National Office of Clinical Audit (NOCA). This information is provided for research and data analysis purposes.

Interpreters

Let us know if you need an interpreter who can communicate in your own language, including sign language (ASL). A member of your health-care team can arrange an interpreter over the telephone or in person. A person known to you cannot be your interpreter when consent or detailed medical information is being obtained / given to you. The HSE translation information: <https://www.hse.ie/eng/about/who/primarycare/socialinclusion/about-social-inclusion/translation-hub/>

Masks and personal protective equipment/clothing

In some situations, we may ask visitors to wear protective clothing such as a mask, face shield, gown or gloves. It is important to follow instructions from the care team and/or if there is a sign on the patient door. If you have any questions, please ask a member of the care team.

Mobile phones

Mobile phone use is not allowed in some patient care areas. To respect other patients and staff privacy no photographs or video recording are allowed whilst in hospital. Wear headphones where possible and keep your phone on silence or vibrate at all times.

Security

Tipperary University Hospital has zero tolerance for violence or abuse to any staff member, service user or guest of the Hospital. Tipperary University Hospital is monitored by CCTV cameras 24 hours per day. Aggressive behaviour against our staff or other patients will not be tolerated. Security will ask any visitors or members of the public behaving in a threatening or aggressive manner to leave the hospital.

Spiritual Care

The religious and spiritual beliefs of all patients are respected at Tipperary University Hospital. Visits from religious advisors from all faiths are welcome. Your family can make contact with your religious advisor. There is an oratory on the ground floor at the hospital entrance. We have a Chaplain available when required.

Tobacco Free Campus

Tipperary University Hospital is a Tobacco Free Campus. Smoking, vaping and the use of e cigarettes is not permitted anywhere in the hospital or hospital grounds. Toilets are fitted with smoke detectors.

Your Stay in Hospital

Hospital Café

Located in the main foyer. Hospital café open Monday to Friday 07:30 -17:00.

Hospital Restaurant

Open 09:00-15:00 with hot meals until 14:00. If the area is busy, staff members will take precedence between 13:00-13:45

Internet

Access to Hospitals WIFI may be intermittent due to Network coverage and effects of hospital equipment.

Parking

Parking is available to the side and behind the main hospital with set down only area to the front. Parking for OPD available via St Lukes entrance.

Rates: First 20 minutes are FREE

0-3 Hours €4

0-4 Hours €6

0-5 hours – 1 day €8

Concession parking rates available also.

Shop

There is a shop located on the ground floor in the main hospital which stocks snacks, drinks, newspapers, magazines, cards, gifts and toiletries. Shop Open Monday to Sunday 09:00 – 17:30.

Taxis

Local taxi companies provide taxi services. Ask a staff member for contact number.

Vending Machines

Vending machines are located in the Foyer and the Emergency Department Waiting Area.

Wheelchairs

Wheelchairs are available by contacting the Main Reception

Communication

Please nominate one family member or friend to be the link with the hospital during your stay. This person can relay any updates and information to other family members. All members of your healthcare team are available to speak with your family, please contact the relevant department. If you would like a member of your family to speak with your consultant, please ask them to ring the hospital and arrange an appointment with the consultant's secretary.

Our ward clerks are available during office hours to assist you. Please note if nurses and healthcare staff are delivering care at time of your call they may not be available to speak with you.

Keep in touch

We recognise how difficult and stressful it is not being able to visit family and friends in hospital. Tipperary University Hospital (formerly STGH) invites you to "Keep in touch" with your loved ones during their stay in the hospital. Email your message, good wishes or letter to this dedicated email address for patients: stgh.keepintouch@hse.ie In the subject line of the email include: Patients Full Name, Ward Name (if known) and the first line of patients home address.

This service is available Monday to Friday and emails will be printed and delivered to the patient within 24 hours. Letters received over the weekend or on public holiday will be delivered the next working day.

Get to Know me

Help us to get to know more about your family member whilst they are an inpatient in Tipperary University Hospital. Complete our "Get to Know Me", describing things that are important, daily routines, likes, dislikes, favourite things and usual mealtimes, which will provide information accessible for all disciplines. The completed "Get to know me" inpatient passport can be requested and returned via stgh.keepintouch@hse.ie

Friends of Tipperary University Hospital

The Friends in existence since 1979, aim is to support the work of all staff in Tipperary University Hospital to ensure that the patient gets the best available treatment and services to aid their recovery. Friends have purchased many vital pieces of equipment for the hospital.

Donations to the hospital may be made directly to the Friends of Tipperary University Hospital by contacting Ms Kay Spillane Kay.Spillane1@hse.ie 0526177000 Ext 7147.

Visiting

In the interest of patient /staff safety and infection prevention, hospital management may be required to limit /restrict visitors to the hospital. If this situation arises a designated area is allocated at the front of the hospital for drop off /collection of patients belongings, please ensure all belongings are labelled with patient's name and ward if known.

Visiting Times

Wards: from 14:00-16:00 and 18:30-20.30

- Visitors and family members should not come to the hospital if they are sick with a fever, cold or flu symptoms, diarrhoea or vomiting.
- Children over 12 years are welcome, but they must always be accompanied and supervised by an adult (other than the patient).
- Visitors should use the public toilets, which are located on each floor and in the foyer.
- We ask for only 1 visitors at any one time. (restrictions dependent)
- Special arrangements will be made for visiting very ill patients, please consult with the Ward Manager.
- Rest is essential for your recovery, areas have specific allocated times for rest and your visitors will not be allowed access during these times: Coronary Care Unit 13:00 to 14:30, ICU 16:00-18:00.
- Whilst essential care is being delivered to patients in ICU, visitors will be asked to wait in the visitors room situated at the entrance to ICU.
- Visitors will be asked to comply with local infection prevention precautions, to include mask wearing, PPE, etc as required. This is for you and our patients safety.

Patient Representative Service Users Forum

Tipperary University Hospital receives invaluable input and advice regarding the ongoing development of our services from our Patient Representative Service Users Forum If you would like to join please contact Maura Grogan, Quality Manager, Tipperary University Hospital, 052 6177953 maura.grogan@hse.ie or Marian 052 6177994 qualitydepttippuh@hse.ie.

Tipperary University Hospital Inclusion Working Group

The Inclusion Working Group actively encourages the involvement and participation of services from all diverse communities such as LGBT+, Traveller, Roma, Refugees and Protection applicants, in the design, planning, delivery and evaluation of services. If you would like to join please contact Maura Grogan, Quality Manager, 052 6177953 maura.grogan@hse.ie or Marian 052 6177994 qualitydepttippuh@hse.ie

