

## VISITING ARRANGEMENTS:

Visiting is permitted at the followings times daily:  
14.00 – 16.00 hrs  
18.30 – 20.30 hrs  
Children under 12 years are not permitted to visit unless visiting a Parent/Guardian/ Brother or Sister. All children must be accompanied and supervised by an adult at all times.  
Recommended visiting time is 20 minutes per patient, no more than 2 visitors should visit a patient at any one time.

## SHOP SERVICE

The hospital shops are situated in the main hall and at Outpatients main reception. The shop is open at the following times:

### SHOP AT MAIN HALL:

Monday – Friday 8.30 am – 9.00 pm  
Saturday - Sunday 9.00 am – 9.00 pm

### SHOP AT OUTPATIENT RECEPTION:

Monday – Thursday 9.00am – 5.00pm  
Friday 9.00am – 4.00pm

Drinks dispensing machine is available in Outpatients 1 department. Other dispensing machines are located near the shop area in the main hospital

## HYGIENE SERVICES

The hospital is committed to ensuring the highest standard of hygiene and cleanliness is achieved and maintained throughout the premises. Hospital management values the contribution that patients can make to this process by reporting or giving feedback on any cleaning and hygiene issues. We also encourage you and anybody accompanying you to make an effort to keep the hospital clean and tidy.

**Hand Hygiene is the best method of preventing infection. We ask all patients and accompaniments to use the hand gels provided throughout the Outpatients department to reduce the spread of infection.**

## SMOKING IN HOSPITAL

Smoking is prohibited by law for all patients and visitors in the hospital. There are, however, designated smoking areas on the Hospital Campus. Please ask any member of staff for directions.

## WHAT FIRE PRECAUTIONS SHOULD I KNOW ABOUT?

If you see anything at all that constitutes a fire, please do not try to fight the fire yourself. Alert a member of staff immediately.

If you do locate a fire, please do not try to fight the fire yourself. Alert a member of staff immediately.

In the unlikely event of a fire, hospital staff have been trained and will know what to do.

Please co-operate with their instructions.

## HOW TO MAKE A COMMENT, COMPLIMENT, SUGGESTION OR COMPLAINT

We are constantly seeking to improve facilities in the hospital. Please tell us if you are dissatisfied in any way or have a suggestion for improving services for others.

Where possible make your dissatisfaction known immediately to staff in the Outpatients Department, so that your problem can be dealt with promptly. Depending on the nature of the concern arrangements can be made for you or your relatives to discuss your concern with the appropriate staff member. If you are dissatisfied with how your concern is dealt with then you may request to meet with a member of the patients services team before leaving the Outpatients department.

## YOUR SERVICE – YOUR SAY

Should you decide that your problem or complaint has not been adequately dealt with, you may complete a complaints form and return it to the complaints officer who will have it fully investigated. There are Comment/Complaint boxes placed on the wall at the main Outpatients reception desk. Comment/Complaint Forms are stored beside them. Please ask any staff member if you require a Form.

This will be acknowledged within 5 days and a response will normally be issued within 30 days.



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

# Outpatient Information

## Mid-Western Regional Hospital Limerick



Tel 00353 (0) 61 301111  
Fax 00353 (0) 61 301165

WEBSITE [www.hse.ie](http://www.hse.ie)



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Health Service Executive

# OUTPATIENT

## Welcome to the Outpatients Department Mid-Western Regional Hospital, Limerick

On behalf of all hospital staff I would like to extend a very warm welcome to you. The Mid-Western Regional Hospital is committed to the provision of high quality care for patients. Our staff will make every effort to ensure you receive the best of treatment, care and attention and will do their utmost to help during your visit to our Outpatient department.

**Mark Sparling**  
A/General Manager



### BEFORE YOU COME IN TO THE OUTPATIENTS DEPARTMENT

Your appointment letter will have been forwarded to you outlining details of the clinic date and time you are due to attend.

Do not hesitate to telephone if you have any queries (telephone no. as on appointment letter). If your appointment has to be cancelled by the hospital, you will receive as much notice as possible of such cancellation. In the event of cancellation you will be given a new appointment as soon as possible.

If for any reason you are unable to attend for your outpatient appointment please tell us as soon as possible. This allows us to offer the appointment to another person. When you come into the outpatients department if you need to be accompanied please ensure that just one relative or friend accompanies you as there is a limited space in waiting areas.

### WHAT TO BRING WITH YOU

- **Appointment letter**
- **Medical Card:** Medical Card Number and expiry date.
- **Health Insurance Details:** If you have private health insurance please bring your membership card or membership number.
- **Medicines:** It is very important that you bring a medication list or tablets that you are currently taking which might be useful, e.g. prescription cards etc. You should also inform the Doctor/Nurse if you are allergic to any medication.
- **Xrays:** Bring any available x-rays with you on attending Injury clinic.

### ON ARRIVAL TO THE OUTPATIENTS DEPARTMENT

The Outpatients department is divided into 3 sections, Outpatients 1, Outpatients 2 and Outpatients 3. The location of your clinic will be specified in your appointment letter. On arrival please check in at the appropriate Outpatients Section.

The Outpatient Receptionist will check your personal details with you when you present for check-in at the clinic. Following check in you will then be asked to take a seat in the waiting area until your name is called. The patient will then be called by a staff member or by the intercom system and instructed which treatment / consulting room to present to.

Following consultation, if asked to make a review appointment patients must return to reception desk to agree a return / review appointment date and time. In some cases this may not be possible and your appointment will be posted out to you.

It is advisable to bring in a book or newspaper as patients may experience delays at some clinics due to surgical procedures taking place.

### OUTPATIENTS DEPARTMENT:

Due to space restrictions a maximum of one person may attend with a patient in Outpatients department, subject to limitations imposed by staff. Children must be accompanied and supervised by a parent/guardian at all times while in the Outpatients Department.

In the event of admission to a ward from the outpatients department patients must be accompanied to ward by one person only.

*Please note that the HSE take no responsibility for patient's property while on the premises.*

### CAN I TALK TO MY DOCTOR ABOUT MY TREATMENT?

If you want to know about your treatment, please ask the doctor or nurse who is looking after you.

We will always honour your right to receive a clear explanation of your treatment and the options available to you at every stage of your care. Any information about your illness will be strictly confidential and will not be given to anyone else without your express permission. You may be given an information leaflet on the treatment / procedure your doctor has recommended.



### MEDICAL TEACHING AND RESEARCH ARRANGEMENTS

This is a Medical Teaching Hospital where medical students are taught and research undertaken. The hospital is associated with the University of Limerick and University College Cork.

The staff at the hospital hope that you will understand the important teaching and research functions that it has and if the need arises will agree to co-operate. However, your prior consent must be obtained before you participate in either medical teaching or medical research. You are under no obligation to participate and your treatment in the hospital will be otherwise unaffected.

#### Bus Services

The hospital is serviced by local and provincial buses, stopping immediately adjacent to the hospital.

#### Car-Parking

Car parking on site is available in a designated public car park. Cars parked in non-designated areas, which are clearly marked will be clamped.

An hourly charge is made for car parking with a maximum daily charge.

If you use the public car park and are subsequently required to stay in Hospital, please make arrangement to have your car removed as you will be liable for the full parking costs on your discharge.

Please note that if you park in the public car park for 20 minutes or less, there is no charge for this. Please use this facility, if possible, when making a short stop rather than park outside the main hospital entrances which can obstruct emergency traffic.