



Mobile Phones

The use of mobile phones is **prohibited** in the Hospital, as they interfere with our monitoring equipment.

Smoking is not allowed in the Hospital.

Your Admission

Your admission to the Hospital is arranged by your doctor. You are asked to arrive at the Hospital at the time specified by the Doctors' Secretary / Hospital Admission staff.

Your Accommodation

The hospital has private and semi-private accommodation. If you have any problems in this respect, you are asked to refer them to the Booking Office.

Please Leave Your Valuables At Home

Since we cannot be responsible for the loss of valuables, please leave money, jewellery, or any other possessions you consider valuable, at home. If you do come to the Hospital with such valuables, please see that a member of your family returns them to a place of safety, or deposits them in the Hospital safe. A security officer is on duty 24 hours a day. The hospital's security system is designed to protect patients and staff.

Patient Information

General, limited information about your progress is available to your family, from the ward sister / staff nurse. The Hospital switchboard will put through such calls to the Ward Sister. Detailed medical information is confidential and may be obtained only from your Doctor; appointments to be arranged with his/her Secretary.

Car Parking

Park only in parking spaces provided. Please do not obstruct entrances or other vehicles. Handicapped parking spaces are provided at the main entrance to the General Hospital.



Hospital Staff

Our Hospital is staffed around the clock by highly skilled personnel working together to provide you with the best treatment and care available. The Hospital has a Consultant Medical Staff of 48 and 700 other staff, including Sisters, House Doctors, Nurses (both qualified and students), Pharmacists, Radiographers, Laboratory Staff, Physiotherapists, Clerical and House-keeping Staff, etc. The Hospital is involved in the training of young doctors and has been a Nurse Training School since 1927. All staff wear a name badge for identification purposes.

Patient Safety

The hospital environment is obviously quite different from your home environment. For your safety, the hospital staff would like to point out some of these differences. We need your help in making your stay as safe as possible, so please:

- Remember that hospital beds are narrower and higher than beds at home, so be careful turning and getting in and out of bed.
- Remember that most of the furniture in your hospital room is on wheels, so don't lean on it unless you know it is secure.
- You must not smoke in bed.
- Don't smoke in a room in which oxygen is being used.
- Use your signal bell when you need any assistance.
- If you have a room-mate who asks for assistance, notify the nurse before helping him/her.
- Wear shoes or slippers when out of bed.
- Inform the Ward Sister if you want to leave your nursing area.
- Hot water bottles and electric blankets are not allowed.
- Report immediately any faulty equipment in your room.
- Fire Exits are clearly marked, follow instructions of our staff in the events of a fire, **stay calm**. Each ward has a fire alarm. Do not use the elevators in the event of a fire.



Private Health Insurance

When coming to Hospital you should bring your private health insurance registration number with you.

Payment schemes for insures may vary.

Insurance paying Bon Secours Hospital directly include

- Voluntary Health Insurance
- BUPA Ireland
- Garda Medical Aid

Claim forms for the above companies should be completed on admission.

- E.S.B. Medical Provident Fund
- Prison Officers Medical Fund

All bills for the above companies are sent to the patient when completed, who then completes the Claim Form and sends it, together with bills to the Insurance Company who forward details to the Accounts Department.

Accounts Department Ext. 1768/1769 (4542807)

Certificate of Illness

Medical and Surgical Welfare certificates will be issued on request at the Reception desk between 11.30 a.m. - 12.00 M/D (Monday - Friday). Please bring your P.R.S.I. number with you when requesting a medical certificate.

Special Nurses

The hospital provides adequate nursing personnel on all floors; however, when it is medically indicated, your Doctor may advise you to obtain the services of a special nurse. Financial arrangements for special nurses are the responsibility of you and your family.

Leaving the Hospital

Your Doctor specifies the day of discharge. You are asked to vacate your room not later than 11.00 a.m. on the day of discharge if circumstances permit. Please ask whoever is collecting you to arrive in good time as your co-operation in leaving on schedule will help our staff to get your room ready without delay for the next patient awaiting admission.



Patients Handbook



BON SECOURS HOSPITAL
College Road, Cork





Bon Secours Sisters

The Religious Congregation of the Sisters of Bon Secours was founded in Paris in 1824 for the care of the sick. The Sisters came to Dublin in 1861 and pioneered "district nursing" in the country as they were the first Religious Sisters to nurse the sick in their own home. This work is still carried on today. In 1867 the Sisters established a house in Cork. The congregation operates five hospitals in Ireland, both public and private: Cork, Cobh, Mount Desert, Dublin, Tralee, Galway. The congregation has a convent in Belfast since 1872 and in 1966 has established a mission in Peru.

A Hand of Welcome...

is extended to you upon your arrival at Bon Secours Hospital. We offer you the finest patient care, provided by a staff of dedicated competent people who are ready to serve you. Since many aspects of hospital routine and procedure will be new to you, this booklet will help you get to know our hospital. Because we try to live up to the translated meaning of the Bon Secours name, "Good Care", we hope your hospitalisation will be comfortable and pleasant. You can rest assured we will do everything to make it so. We wish you a speedy recovery.

"Human life is sacred;
to restore life and health is a sacred trust."

Witness to Christ

Catholic Hospitals are a witness to Christ and His Church. The total good of the patient, which includes his spiritual as well as bodily welfare, is the main concern of those involved with the management of a Catholic hospital.

About the Hospital

This Hospital opened its doors in 1915. In the intervening years, there have been a number of major developments in its growth. Now, it is one of the largest independent Catholic Hospitals in Europe with 344 beds, catering for up to 18,200 admissions, and 29,000 outpatients attendance's each year.



Religious Services Mass:

Daily in the hospital Chapel; Saturday Vigil mass. Church services televised to all wards on channel No. 9. Mass times are displayed in patients rooms and outside the church on a notice board. Holy Communion: Daily by Priests and Eucharistic Ministers to all wards. Confessions: Times as posted in Chapel porch or at any other time on request. Sacrament of the Sick (Anointing): on request and 6.00 p.m. Monday evenings. Baptism: in emergencies. Catholic Chaplains are available in the hospital 24 hours a day. There are regular visitations by clergy of other denominations. You and your family are welcome to visit the hospital Chapel on the ground floor opposite the main entrance. For further information see special leaflet on Pastoral Care Ministry.

Telephones

Telephone number: **General Hospital** 4542807
Maternity 4542841

A telephone is situated beside each bed for receipt of in-coming calls. Outgoing calls are limited to single rooms for the present. Bills are to be settled on discharge from hospital in the Accounts Department ground floor in the main hall. Public telephones are situated on all floors (coin operated) and Card phones are situated on the ground floor opposite reception. Call cards can be purchased in the Accounts Department ground floor between 8.30 a.m. and 5.00 p.m. and at the Reception desk after these hours.

Internet Access

For patients who bring lap-top computers there is no internet access available in the Hospital. The Hospital will not accept responsibility for loss or damage to personal computers.

Television

There is a colour television in every room supplying a variety of television channels. You are requested not to adjust sets and to inform Nursing Staff if adjustment is necessary. Flower vases or any items are not to be placed to top of set.



Pharmacy

Opening Monday to Friday, 9.00 a.m. - 5.00 p.m.
Times Saturday: 9.00 a.m. - 4.30 p.m.
Lunch: 1.00 a.m. - 2.00 p.m.

Coffee Shop

This is located on the ground floor near the Out Patients Department. It is available to patients and visitors. Opening Hours: Monday - Friday 8.00 a.m. - 5.00 p.m. Closed Saturday and Sunday.

Hairdressing

A hairdressing service is available to female and male patients on the wards on a twice weekly basis (Tuesday / Saturday). You will be required to pay a fee for this service. Arrangements can be made for this service on request to staff.

Chiropody

A chiropody service is available in the hospital on request to staff. All costs incurred must be settled directly with the chiropodist.

Mealtimes

Breakfast 7.45 a.m.
Lunch 12.00 noon - 1.00 p.m.
Supper 5.00 p.m.

A cup of tea or coffee is served morning and evening.

Post

Post is delivered to your room every day. Out-going mail is collected from the postbox in the main hall at 4.30 p.m. each evening.

Flowers and Packages

Flowers and packages received for you will be delivered to your room when they arrive.

Staff Restaurant

The staff restaurant is located on the lower ground floor (? level). Patient relatives can avail of this facility at specific times. Information can be obtained from the reception desk.



Hospital Shop

The hospital shop is situated at the main entrance to the General Hospital. There is a daily shop trolley service to all departments supplying newspapers, toiletries, and sundries.

Taxi

A free phone taxi service is available from within the hospital. One free phone is situated next to the Accounts Department, Ground floor, opposite Reception desk.

Bus Service

The number 5 bus stops in front of the hospital at 28 minute intervals.

Visiting Hours

Patients, except those in the Intensive Care Unit, may receive visitors during the following hours;

General: 2.00 p.m. - 4.30 p.m.
7.00 p.m. - 9.00 p.m.

Children's Ward:

Parents allowed at all times. (Only 2 visitors with any child, at any given time.)

Special Visiting Hours

For the Intensive Care Unit, visiting is confined to immediate family and must be arranged with the Sister in Charge. Visitors are asked to keep to the times as far as possible and avoid making unnecessary noise in the rooms and corridors. After 6.00 p.m. you are asked to access and leave by the main entrance door.