



Blackrock Clinic

ESSENTIAL
INFORMATION
FOR PATIENTS



Welcome
to Blackrock Clinic

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We Value Your Opinion

If you wish to share any views on your stay with us, we would like to hear them. For this purpose, there are “Comment Cards” available in your room or at reception.

Welcome to Blackrock Clinic

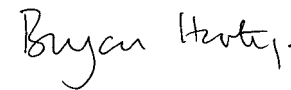
Thank you for choosing our hospital to take care of you during your illness.

For most people the prospect of a stay in hospital, however short, can be worrying. We are conscious of these anxieties and want to do everything we can to help overcome them. All our medical, nursing, administrative, catering and housekeeping staff will strive to make your stay with us as comfortable as possible.

As a patient it is important that you understand all aspects of your care. Please feel free to ask your nurse any questions you may have about your treatment or condition. Peace of mind is an important component of healing.

This booklet is to provide you with information about your stay at Blackrock Clinic. We hope you find it useful.

Sincerely,



Bryan Harty,
Chief Executive



Mission Statement

OUR VISION

*“Clinical Excellence,
Personal Care”*

OUR MISSION

Blackrock Clinic is committed to delivering the highest standards of patient care through:

- Compassionate care for our patients and their families
- Engaging competent, skilled consultants and staff
- Creating a professional environment through teamwork and respect
- Investing in education and leading technology to maintain a culture of continuous development

IMPORTANT MESSAGE

We hope your stay will be as pleasant and comfortable as possible. To help prepare you for your hospital stay we have listed some practical queries that you may have.

Don't be afraid to ask questions....

No question is ever too simple, so while you are in hospital:

Any questions, queries, or concerns that you may have, please raise them - whether it is about:

- Your procedure
- Your medication
- Your tests
- Your after care
- Your care
- Your account
- Your discharge

We want you to be satisfied with the information you have on leaving Blackrock Clinic. Remember, it is quite natural to forget what you have been told since being in hospital is a stressful time for you. If you feel the need to ask the same question/s a second time, please do so.

For your convenience you might like to note some questions that you need answered by your nurse/s and your Consultant.

QUESTIONS I NEED TO ASK

1. _____
2. _____
3. _____
4. _____
5. _____

Your stay with us

ADMISSION

You will receive a letter outlining details of your admission prior to arrival, unless your admission time does not allow for this letter to reach you. In such a case, the information is covered in this booklet.

If there are any changes with respect to your admission, our bookings office will contact you prior to arrival.

TESTS AND PROCEDURES

We will make every effort to notify you in advance of any scheduled tests and procedures requested by your Consultant. If you do not understand what is to take place or if you are feeling anxious about a test or procedure, please feel free to ask your Doctor or Nurse for additional information. If there is a delay we will keep you informed.

MEDICATION

Please bring a list of current medications with you or, alternatively a recent prescription. It is hospital policy that prescribed medications will be administered by the nursing staff taking care of you.

For safety reasons, self medication is only allowed in specific circumstances, please discuss with your Doctor and Nurse.

PHARMACY

An in house pharmacy is available to dispense discharge drugs Monday to Friday.

If you are going home on Saturday or Sunday the pharmacy can dispense your discharge prescription for you on the Friday prior to your departure. To avail of this you can let your nurse know and she/he will make the arrangements for you. Take home medication is payable on discharge.

DISCHARGE

Your doctor will advise you when you are ready to leave hospital. On the day of discharge we would greatly appreciate if you could arrange to vacate your room by 10.00 am. This gives us the opportunity to prepare the room for the next patient.

A “**Discharge Summary**” will be given to you when leaving for both your information and that of your GP. **This document is most important.**

General information about the hospital

THE ENQUIRY LINE

Everything you need to know about Blackrock Clinic at one Freephone number:

1800 60 10 60

You may find this number helpful. Our experienced team that manage the enquiry line are dedicated to assisting patients, members of the public, healthcare professionals indeed everyone with enquiries relating to any aspect of Blackrock Clinic and our services.

Questions Like.....

- What procedures and treatments are offered?
- What are the costs and how can you pay?
- What does your health insurance cover?
- How do you get to the Clinic?
- What are the admission procedures?

To get all the answers to all your questions, simply call our new freephone enquiry line We are happy to help.

ACCOMMODATION

All patients are accommodated in single rooms with en suite bathroom facilities. All rooms have multi channel television, direct dial telephone systems and wireless internet access facilities.

HOUSEKEEPING

Cleaning of your room, including a supply of fresh towels, takes place on a daily basis.

PERSONAL PROPERTY

Blackrock Clinic cannot accept liability for personal property which is lost or damaged during your stay. Therefore it is advisable to leave any items of value at home. In addition, we ask that you do not keep large amounts of cash in the hospital.

As wardrobe space is limited we would advise you to keep only necessary items, for example, night attire, dressing gown, slippers.

For your safety, hot water bottles are not allowed in the hospital.

INFECTION CONTROL

About one third of healthcare associated infections can be prevented. Here at Blackrock Clinic we have a zero tolerance approach to infection and are proactive in its prevention. A full time infection prevention and control specialist nurse is employed who oversees all aspects of infection prevention and control in the hospital and is supported by a consultant Microbiologist.

Steps that we take to prevent infection within are organisation are as follows:

- Strict hand hygiene practised by all staff
- Hand hygiene facilities available for all persons entering and leaving the hospital
- Strict screening is in place to recognise patients who are at high risk of acquiring infection
- Careful and appropriate use of antibiotic therapy
- A high standard of environmental cleaning
- Patients with infections will require isolation (being nursed in a single room) to prevent infection spreading from person to person. Visitors may be required to wear aprons before entering patients rooms

- Ongoing education in the prevention and control of infection is given to doctors, nurses and other healthcare professionals by the Infection prevention and Control Team
- An active surveillance system is in place to prevent surgical site infections
- Information leaflets for patients and visitors are available in the hospital

In addition visitors do play their part and we ask the following of them

- To avoid close contact if you are sick, have a fever or other symptoms of a contagious illness for example a cough, runny nose, vomiting, or diarrhoea. We request that you stay at home and not visit the hospital until the symptoms have subsided for 48 hours. (This includes children)
- We ask visitors not to sit on beds but to use the chairs provided
- We ask visitors not to change infants nappies in patient rooms but to use the nappy changing facilities in the bathroom on the ground floor
- Children are not permitted into the ICU department unless under special circumstances

EMERGENCY DEPARTMENT

Our Emergency Department provides a one stop medical service with direct access to the hospital's renowned consultants.

This on demand service requires no prior appointment and is currently open **Monday to Friday 9am – 6pm, Saturday, Sunday & Bank Holidays 10am – 5pm.**

The service is available to any person over 14 years of age with any ailment requiring urgent care including;

- Acute medical & surgical emergencies
- Minor injuries – sprains, strains & wounds
- Fractures
- Respiratory conditions
- Gastrointestinal disorders
- Chest pain

Freephone

1800 283 999

PRIVACY

We will at all times try to respect your privacy. If for any reason you do not wish to receive phone calls or visitors, please inform reception and the Nurses Station.

NUTRITION & RESTAURANT

In general, meals are served direct to your room at the following times;

Breakfast	8.00 am
Lunch	12.30 pm
Dinner	5.30 pm

Beverages are provided mid-morning, mid afternoon and at 8.00pm. All dishes are freshly prepared and our team is more than happy to cater for your dietary requirements. If you miss a meal due to fasting or if you are having tests, our catering staff will be more than happy to arrange a meal for you at a time that suits.

The hospital also has a restaurant which is located just off the main reception lobby area. The opening times are as follows;

Monday – Friday

Breakfast	8.00 am – 11.00 am
Lunch	12.15 pm – 3.00 pm
Dinner	5.15 pm – 7.00 pm

Weekends

Breakfast	9.30 am – 11.00 am
Lunch	12.30 pm – 2.00 pm
Dinner	5.15 pm – 7.00 pm

Outside of these hours tea, coffee and snacks may be purchased in the restaurant area.

STAYING CLOSE TO RELATIVES & FRIENDS

A relaxed positive atmosphere is considered an important part of the patient recovery process at Blackrock Clinic, so visiting is encouraged. Visiting hours are flexible and extend from 10.30 am to 9.00 pm. However, there are occasions when visitors will be asked to refrain from visiting so that normal clinical procedures can be performed, or if the nursing staff decide that the patient needs rest.

We do encourage a quiet atmosphere on the patient floors and therefore remind visitors to be aware of their noise levels.

If your relatives and friends have colds, symptoms of flu or other infectious diseases, we ask that they avoid visiting the Clinic until they are better.

Children may visit if accompanied by an adult.

In the unlikely event of a fire alarm we would ask visitors to comply with the staff's instructions.

MOBILE PHONES

The use of mobile phones in the hospital is limited in certain areas. They can be used in patient rooms provided there is NO medical equipment in the room. If you are in any doubt, please check with the nursing team.

CHAPLAINCY SERVICES

The non-denominational prayer room is located on the ground floor.

This prayer room provides a quiet contemplative space within the hospital. It is peaceful and tranquil. All are welcome.

The Roman Catholic Chaplain works on a full time basis. The local Church of Ireland Chaplain visits on a regular basis. A member of the Presbyterian Church visits on Tuesday mornings.

Visits by chaplains of other denominations can be arranged on request.

The Roman Catholic Mass is celebrated in the hospital at the following times:

Tuesday to Friday 11.00 am
Sunday 11.00 am

The mass is televised and relayed on one of the channels on the screen in your room. Holy Communion is distributed after Mass to those who wish to receive it.

POST & EMAIL

The postal address for the hospital is as follows:

Blackrock Clinic
Rock Road
Blackrock
Co. Dublin

Incoming mail should be addressed to you at the hospital. Your room number is not required.

If you have any letters to be posted, a postbox is positioned at Hospital Reception. Alternatively, if you give them to the ward reception desk, the staff will make sure they are posted for you.

Your relatives and friends can send you an e-card with their personal message via our web-site **www.blackrock-clinic.com**. You can log on to the homepage, and just follow the instructions.

FLOWERS

Reception will arrange for any flowers that are delivered to the hospital for you to be sent directly to your room.

SHOPPING

A shop is located in the main hospital reception.

Newspapers, fruit, reading material, confectionery, toiletries, gifts, stationary and postal stamps may all be purchased.

The shop can also arrange for your clothes to be dry cleaned.

Opening hours are from:

Mon to Fri
8.00 am – 8.00 pm

Sat to Sun
9.00 am – 7.00 pm

A mobile shop will call to your room every morning. If you miss this service you can contact the shop on extension 3128.

HAIRDRESSER

A hairdressing service is available. Please talk to your nurse or Ward Manager if you wish to organise an appointment.

Practical Information on Finance

INPATIENTS

With the exception of patients who are fully insured for their stay and are subject to Direct Settlement of their accounts, all bills, including any policy excess, are payable in full on admission. It is always a good idea to check your medical insurance cover with your insurer before admission.

The Blackrock Clinic currently operates Direct Settlement procedures with the VHI, LAYA Healthcare, Aviva Health, the Garda Medical Aid Scheme and the ESB - Medical Provident Fund, for insured amounts only.

Uninsured amounts such as telephone bills and discharge drugs (in some cases) are payable by the patient on discharge.

Regrettably the Clinic is not responsible if, for any reason, all or part of your claim is not paid by your insurance company. In such cases the bill will be forwarded to you for payment.

Our preferred method of payment is by cash, bank draft or credit card. However you may choose to pay by other means or online through our web site www.blackrock-clinic.com

OUT-PATIENTS

Some out-patient investigations and procedures are covered by all major health insurance companies, but may be subject to individual company and plan excess. Bills not covered by health insurance companies may be allowable for tax purposes.

Out-patient tests and procedures (which are not subject to direct settlement with insurance companies) are payable on the day. Claim forms are available for selected insurance companies at the reception areas in the out-patient departments. Please feel free to take one to reclaim your expenses.

Information leaflets are also available on "Health and Medical Expense Relief" that you may be entitled to claim against tax. Again please take one from the reception areas where they are available.

If you have any questions in relation to costs or invoices please call our Accounts Department on **Freephone 1 800 300 500**.

Patient Rights

YOU MAY EXPECT FROM US.....

- Protection of your right to privacy and confidentiality of information related to your medical care
- Clear and concise explanation of your condition, proposed treatments or procedures, the benefits or drawbacks of the proposed treatments, expected recuperation and the likelihood of the success of the treatments or procedures
- The facilitation of a second opinion if you request it
- Access to care in a safe and secure environment
- Freedom from any type of discrimination on the basis of age, colour, creed, national origin, sexual orientation or disability
- Services of the hospital's Religious Ministers
- Attentive, courteous responses to any concerns, queries or complaints you and your family may have

- Access to an interpreter, if requested
- Access to a chaperone if required
- Appropriate assessment and management of pain
- Respectful and compassionate care at the end of life

WE ASK OF YOU

- Consideration for your fellow patients, their families and our staff
- That you will tell us if you don't understand information we give you
- That you give us accurate and complete information about your medical history
- That you will tell us if we do not meet your expectations in any way

Patient Rights

About Blackrock Clinic

In the 1980s when the hospital at Blackrock Clinic launched, there was significant medical expertise in Ireland, but due to the bleak economic landscape, the facilities needed to maximise these skills just weren't available.

The founders' vision for Blackrock Clinic was to offer accessible, high tech procedures and healthcare that met and exceeded international standards. The care and treatment could be paid for by the patient or by the patient's private health insurance. The health service model hadn't previously been offered to Irish patients at home.

In the following three decades, Blackrock Clinic has become a sector-leading hospital, offering the highest standards in healthcare, some of the newest technologies and introducing ground-breaking procedures which place it on a par with its global counterparts.

The clinic has delivered a number of 'firsts' to Ireland : PET scanning, Cardiac CT, Transcatheter Aortic Valve Implantation (TAVI), Renal Denervation and Mitral Valve Keyhole surgery being amongst the most notable.

Patient safety is also central to every activity in Blackrock Clinic. Overseeing this is a Clinical Governance Director who is the first in a hospital in Ireland to have such a focused remit. This programme has delivered valuable results, ensuring infections, patient falls and adverse events are well below international levels.

In 2010 and 2011 the hospital added three floors to the original building which almost doubled the amount of beds to 170. All in-patients stay in single rooms which reduces the risk of infection.

All patients are seen within one hour in Blackrock Clinic's emergency department and all treatment is directed by a consultant.

The new day surgery unit employs the latest and least invasive surgical techniques, thus reducing patient time in hospital and overall recovery time. Blackrock Clinic is now one of the largest day care providers in the country.

Coming to the Clinic

Blackrock Clinic is located on the south side of Dublin City on the Rock Road, in close proximity to the village of Blackrock. The following information may help you plan your journey to and from the Clinic.

If you are using a satellite navigation device to help you locate the Clinic, the co-ordinates are 53.303855 - 6.187915

Entering Blackrock Clinic by Car:

If travelling to the Clinic from the city direction

Right turns are permitted, except between the hours of 4pm and 7pm, when access to the Clinic is only permitted from the other direction.

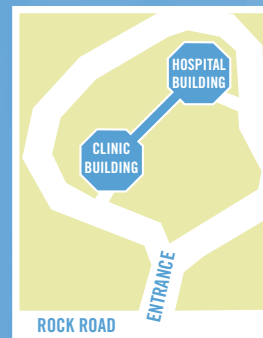
If travelling to the Clinic during the hours of 4pm - 7pm and approaching the Clinic from the city direction

Use the N11 otherwise known as the Stillorgan dual carriage way. Turn left into Mount Merrion Avenue bringing you back to Rock Road, where you can access the Clinic.

If travelling to the Clinic from the M50

Take the Sandyford exit at Junction 14 and drive towards the N11 (otherwise known as the Stillorgan dual carriage way). Turn left onto the Stillorgan dual carriage way and take a right turn down Mount Merrion Avenue, take a left turn at the bottom of Mount Merrion Avenue bringing you on to Rock Road, where you can access the Clinic from this direction.

Paid parking is available





*Peace of mind
is an important
component of healing*

Blackrock Clinic
Rock Road, Blackrock, Co. Dublin
Tel: 01 2832222

www.blackrock-clinic.com

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