

PATIENT INFORMATION

Essential Information for Patients



BLACKROCK
HEALTH

BLACKROCK CLINIC

Better Together

Contents

Welcome	1
Patient rights	2
Our Vision, Mission and Values	3
Please ask questions	4
Your stay with us	5
Fasting information	8
Planning for your discharge	9
General information about the hospital	10
Information on finance	13
Coming to Blackrock Clinic	14
Patient feedback	16

We Value Your Opinion

If you wish to share any views on your stay with us, we would like to hear them. There are “Comment Cards” available at the nurses’ station and at the reception desks throughout the hospital.

Welcome to Blackrock Clinic

On behalf of all our staff, I would like to welcome you to Blackrock Clinic. We hope that your stay will be as comfortable as possible during the time we are caring for you.

This booklet contains information we hope you will find useful whilst you are preparing to come to hospital, during your stay and planning for your discharge home.



At Blackrock Clinic your health, safety and wellbeing have always been a top priority. The hospital's infrastructure was designed with infection control to the fore of our thinking. Rest assured our high standards of clinical excellence and personal care remain central to all that we do.

Blackrock Clinic has been a leader in private hospital healthcare in Ireland for over 30 years. With an ethos centring on better patient outcomes, we set the pace in finding better, faster, less invasive ways of working.

We can learn from your patient experience.

If you believe that it was good, or that we could do better, your feedback would be much appreciated. Please share your experience about our services by using the comment cards or respond to our patient satisfaction survey which you will receive post discharge via e-mail.

I hope your experience with us at Blackrock Clinic reflects our commitment to you & your care,

Sincerely,

A handwritten signature in black ink that reads "James O' Donoghue". The signature is written in a cursive, flowing style.

James O' Donoghue
Chief Executive

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, race, colour, creed, national origin, sexual orientation, gender identity, ethnicity, race or disability
- Services of the hospital's Religious Ministers and access to your own Minister of Religion if required
- 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
- Care that respects your dignity and self-worth
- Respectful and compassionate care at the end of life
- The right to access your own healthcare record/clinical record
- The right to make informed decisions about your proposed care and treatment and to request or refuse treatment to the extent permitted by legislation
- Our hospital participates in the teaching of students - you have the right to refuse to participate in the teaching of medical students, nurses and allied health professionals.

We Ask of You.....

- Consideration for your fellow patients, their families and our staff
- Treat staff with courtesy dignity and respect
- 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 tell us if we do not meet your expectations in any way

Our Vision, Mission and Values

Underpinning our Strategy is our Vision, our Mission and our Values. These fundamentals unify us as an organisation and keep us focused on what really matters.

Our Vision is to be the best place to receive care, to practice medicine and to work.

Our Mission is to care for patients and to enhance their health, through integrated clinical practice, efficient processes and exceptional, personal patient care.

Our Values underpin the Vision and Mission and set the standards by which we want to operate. They also inform patients what they can expect from us.

These seven core Values are reflected in our cultural statement and tagline **'Better Together'**.

Our 7 core values make us **Better Together**



Patients First: The needs and safety of our patients come first, always, and in every decision we make.



Innovation: We foster an environment that encourages small and large changes to transform the care we give.



Excellence: We deliver the best access, clinical outcomes and unparalleled care through the dedicated effort of every team member.



Dignity: We treat patients and their loved ones with compassion and empathy; treating them as we would like to be treated ourselves.



Sustainability: We are committed to addressing the environmental impact of our services in order to safeguard our communities.



Integrity: We work to the highest personal, professional and ethical standards, worthy of the trust our patients place in us.



Collaboration: We are better when we work together, in our teams, and with our healthcare partners.

Please Ask Questions

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

Culture of Safety

At Blackrock Clinic we have a culture of safety which helps us keep our patients, staff and visitors safe.

Part of that involves identification. You will notice that you are being asked to identify yourself when you are being given medication undergoing tests or procedures and even when you are being served your meals. We do this for patient safety and to ensure there are no errors in the delivery of your care.

Safe Guarding and Child Protection

Your Child's Stay

Parents and guardians of a child attending the Blackrock Clinic are encouraged to stay with their children at all times. When your child is staying overnight, accommodation will be available for the parent/guardian in the room. We request that your child's use of smartphones, internet, social media and the Blackrock Clinic wifi is supervised by the parent/guardian throughout their stay. Should you have more than one child attending the hospital for treatment, at the same time, please ensure that you have a parent/guardian per child to support their care and comfort needs.

Child Protection

All staff employed by the Blackrock Clinic are trained in Children First. The Children First Act 2015 places a legal obligation on a list of professionals including doctors, nurses and allied health professionals, also known as 'mandated persons', to report child protection concerns (abuse, neglect or welfare concerns) at or above a defined threshold to Tusla - Child and Family Agency. If you suspect that a child is being abused or is at risk of abuse you can report your concerns to a member of staff to access appropriate support. Alternatively you can contact the Tusla Duty Social Worker in the area where the child lives or if there is immediate risk please contact An Garda Síochána.

Safeguarding Adults

Some patients may be at increased risk of harm, while in hospital and at home, as a result of their health condition or disability. Safeguarding adults is about protecting those at risk from harm (vulnerable adults) from suffering abuse or neglect.

If you are being abused or concerned about someone else being abused it is very important to talk about your worries/concerns. You can speak with a member of staff in order to get support. It may be necessary to speak with the social worker in the hospital who can help get assistance from outside agencies including the HSE/ An Garda Síochána to make sure you or someone you know is safeguarded from the risk of abuse/neglect.

Speak Up

We also ask that you speak up if you are concerned about anything or if you notice something differs from your normal routine, for example “I always receive a blue tablet and this is yellow”.

General Data Protection Regulation (GDPR)

Protecting your data in a safe and confidential manner.

At Blackrock Clinic we are committed to protecting all personal patient data which we collect during patient treatment.

Information on the types of data we collect, how we capture use and protect this information during the course of patient treatment is set out in the Patient Privacy Statement.

This is available to you online on the website www.blackrockhealth.com

We encourage all patients to read this Patient Privacy Statement and understand our use of personal data.

- In order to help protect your privacy whilst a patient of Blackrock Clinic, we have to meet certain data protection requirements before we can discuss information about your care
- Where you request information about your care over the phone, we will ask you a number of questions to verify your identity
- If you wish for another person(s) to be able to request information about your care, you must provide consent for this person(s) on admission. Before discussing information with this person, we will check if consent has been provided and ask them a number of questions to verify their identity
- At Blackrock Clinic we take the protection of patient data seriously so it is important that you or any person requesting information on your care are aware of our data protection requirements

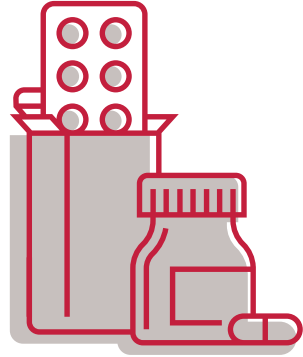
If you require further information about the way your personal data will be used please connect with us and submit any questions to DPOblackrock@blackrockhealth.com

Medication Safety

Please obtain a printed list of your current medications from your community pharmacist.

If you are on a high tech medication required during your inpatient stay, please bring this in with you.

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.



Falls

All patients are assessed for risk of falls on admission. Preventative measures are implemented as appropriate.

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.

Fasting Information

You may be required to fast before or after certain procedures or investigations.

Recommended Fasting Times for all Non-Urgent Surgical/Invasive Procedures

PROCEDURE	ANAESTHESIA EMPLOYED	FASTING TIME (FOOD, CEREAL DRINKS, MILK ETC.)	CLEAR FLUIDS (WATER, 7-UP)
ELECTIVE PROCEDURES Theatre Cath Lab Interventional Radiology Day Unit Minors	General Anaesthetic (GA) or Deep Sedation (Propofol) or Moderate Sedation (Procedural sedation) (PS)	6 hours	2 hours
MINOR PROCEDURES Cath Lab Interventional Radiology Day Unit Minors Eye Unit Emergency Department	Anxiolytic (Mild) Sedation	2 hours	2 hours
ENDOSCOPY PROCEDURES	Moderate Sedation (Procedural sedation) (PS)	Bronchoscopy = 6 hours Gastroscopy = 6 hours Colonoscopy = as per prep schedule	2 hours

Rules for Administrating Prescription Medication on Day of Procedure

ROUTINE PRESCRIBED MEDICATIONS	INHALERS	ANTICOAGULANTS (ASPIRIN, WARFARIN, NOACS)
ADMINISTER AS PRESCRIBED with H ₂ O up to 2 hours before surgery***	ADMINISTER AS PRESCRIBED	FOLLOW INSTRUCTIONS FROM ADMITTING CONSULTANT ANAESTHETIST

* Hold ACE Inhibitors and Angiotensin Receptor Blockers for Hypertension

** If in doubt hold Blood Pressure medications until assessed in Hospital

** Hold SGLT2 Inhibitors e.g. Forxiga, Jardiance, Synjardy (a combination medicine) for at least 72 hours pre-op

Planning for Your Discharge

For the majority of patients the plan for discharge is straightforward. Prior to coming into hospital most patients will have a planned date for returning home once the Doctor deems you fit for discharge. However some patients may require a period of convalescence or additional home care and this requires forward planning.

There are numerous discharge support options such as;

- **Home with support**
- **Private home care / help**
- **Private medical insurance homecare**
- **Laya Healthcare, Yourcare@home service**
- **VHI Hospital @ Home Service**
- **Convalescence**
- **Nursing home**
- **Linking in with relevant community services**

General Information about the hospital

Accommodation

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

Robust cleaning of your room takes place frequently.
A supply of fresh towels is delivered to your bathroom daily.

Personal Property

Blackrock Clinic cannot accept liability for personal property which is lost or damaged during your stay.

PLEASE LEAVE LARGE SUMS OF MONEY OR ANY ITEMS OF VALUE AT HOME.

Only bring necessary items to the hospital, for example night attire, dressing gown, slippers etc. Hot water bottles are not permitted for safety reasons.

Get up, get dressed, get moving challenge

We encourage all patients, where possible to “get up, get dressed & get moving”

**Get Up
Get Dressed
Get Moving**



Pharmacy

Blackrock Clinic have a fully operational retail outpatient pharmacy which can dispense DPS (drug payment scheme), LTI (long term illness scheme), HA (health amendment scheme) and private prescriptions. Prescriptions can be sent electronically via healthmail to blackrockclinicpharmacy@healthmail.ie

Blackrock Clinic also provide an extemporaneous compounding service and welcome prescriptions from external dermatologists

Clinical Team

Your doctor will advise you when you are ready to leave hospital.

On the day of discharge, you are required to vacate your room by 10:00am.

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

Infection Control

The infection prevention and control team oversees all aspects of infection prevention and control in the hospital.

Visitors

Visitor restrictions are in place to ensure our infection prevention and control measures are not placed under risk.

Patient safety remains our priority, so we respectfully ask all patients and their families to consider maintaining a no visitor policy unless it is deemed necessary, or of benefit to the patient's wellbeing.

Please refer to www.blackrockhealth.com for our visiting hours.

Flowers

Flowers are not permitted in patient room's, this is an Infection Prevention and Control measure, once again patient safety is our priority.

Privacy

We will at all times protect your privacy. If for any reason you do not wish to receive phone calls or visitors, please inform the reception and the nurse's station.

Fire Safety

Blackrock Clinic operates a Fire Safety Management Plan and staff members are trained in fire safety. Fire safety instructions are displayed on each ward corridor, adjacent to the fire extinguishers.

If the fire alarm is activated and you are bed bound, do not try to get out of bed, we request patients remain in their rooms until instructed by staff. All ambulatory visitors must leave the building via the nearest marked exit route. Lifts must not be used. Non ambulatory visitors should make themselves known to the nursing team.

If you suspect a fire has occurred please notify a member of staff immediately or activate the nearest fire alarm break glass unit. In addition, the hospital operates a dedicated 24 hour fire alarm / alert system. **Call 4444 from any hospital network telephone.**

Smoking

Blackrock Clinic is a no smoking building. This extends to the use of e-cigarettes.



Shop

A shop is located in the main hospital reception. Newspapers, reading material, confectionary, stationery and gifts may all be purchased.

Practical Information on Finance

Inpatients and Daycare

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 or shortfall are payable in full on admission.

Blackrock Clinic currently operates direct settlement contracts with VHI, Laya Healthcare, Irish LifeHealth, and Garda Medical Aid for insured amounts only.

Uninsured amounts are payable by the patient on or prior to discharge.

Regrettably the Hospital 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.

We accept cash, bank drafts, EFT payments and credit cards (excluding AMEX) You may also pay online through our website www.blackrockhealth.com.

If you have any questions in relation to costs or invoices please call our Finance Department on freephone **1800 300 500**.

Out-Patients

Some out-patient investigations and procedures are covered by the health insurance companies, but may be subject to individual company excess.

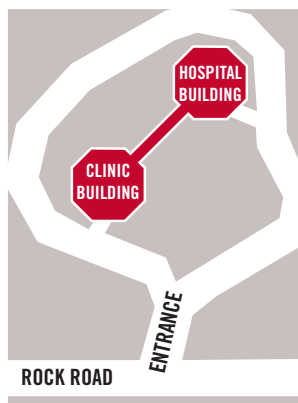
Coming to Blackrock Clinic



Blackrock Clinic is located on the southside of Dublin City on the Rock Road in close proximity to the village of Blackrock.

Eircode A94 E4X7

Satellite (GPS) Co-Ordinates
53.3048054 – 6.188011





Better Together

Patient Feedback

At Blackrock Clinic we value your opinion and are continually looking for ways to improve the care and service that we provide. Whether you believe that our service was good or that we could do better your feedback is very much appreciated. If you wish to share your views on your experience with us we would like to hear them. For this purpose we will email you a patient experience survey post your in-patient/Day procedure stay.

Our multidisciplinary team involved in your care will endeavour to keep you informed and answer any questions or concerns you may have about your investigations, diagnosis, and treatment.

If you do not consider you have the information you need, please do escalate your concerns to the Clinical Nurse Manager (CNM) on your ward. The CNM is a senior nurse who liaises with your multidisciplinary team including your consultant and will usually be able to answer both your clinical and practical concerns.

There is also our Director of Nursing, Assistant Director of Nursing or their equivalent on duty 24 hours a day, including at night and weekends, who will assist with your query or help you in any way they can. They can be contacted either through the ward staff or hospital reception.

In the very unlikely event that your needs are not met, you can contact our Quality and Patient Safety Department on **(01) 2064407** or email **Quality.blackrock@blackrockhealth.com**

The office hours for our Quality Department are **08.00 – 17.00 Monday to Friday.**



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