



Tallaght  
University  
Hospital

Ospidéal  
Ollscoile  
Thamhlachta

An Academic Partner of Trinity College Dublin



# Patient Information Guide

**For our adult services**

*People Caring for People to Live Better Lives*

# Welcome to Tallaght University Hospital

You are very welcome to Tallaght University Hospital. We hope that this booklet helps to inform you about the services and resources that are available to you and your family.

Our vision is people caring for people to live better lives.

Our mission is to enhance the wellbeing of our community through care and innovation.

Our **CARE** values for patients, families, community and staff are

**C**ollaboration

**A**chievement

**R**espect and

**E**quity

It is important to us that your experience of the hospital and our team of healthcare and support staff is positive.

If you have any questions or would like further information during your stay please speak to the Clinical Nurse Managers (CNM) on your ward.

## **Consent**

During your stay we always ask for your consent prior to treatment. This will include an explanation of what is planned and the risks, benefits and any alternatives. If you have any questions or concerns then please direct these to a member of the healthcare team.

## The uniforms of the people playing their part in caring for patients at TUH



**Clinical Nurse Specialist**



**Dietitian**



**Food Service Assistant**



**Porters**



**CNM 3**



**Health Care Assistants**



**CNM1**



**CNM 2**



**Staff Nurse**



**Advanced Nurse Practitioner**



**Occupational Therapist**



**Physiotherapist**

## Good Nutrition

Food is important in helping patients recover from their illness. Every effort is made to provide wholesome, nutritious and well balanced meals. Protected mealtimes are in place to ensure that when meals are provided, all unnecessary interruptions are avoided on the ward. Protected mealtimes means the nurses and health care assistants can give you the time and help you may need to eat and drink.

We would ask patients to restrict the number of family members telephoning the wards during mealtimes. Call interrupts staff when helping patients with their meals. This is to help you enjoy your food uninterrupted. Good nutrition during an illness helps you to recover more quickly.

## Special Diets

Therapeutic diets and modified texture menus are available. If you are on a special therapeutic diet, a dietitian will meet with you to help plan your meals. Our menu also aims to meet the needs of patients from different cultures and faiths. Please discuss your needs with a catering staff member.

## Mealtimes

Breakfast	7:30am-8:15am
Mid-Morning Snack:	11am
Lunch:	12:10pm-12:50pm
Afternoon Tea:	3pm
Tea:	5pm-5:45pm
Late Evening Snack:	8:30pm



# Hospital facilities



There is a shop in the main atrium of the Hospital where you can buy newspapers, magazines, confectionery, ice cream, soft drinks, teas, coffees, puzzle books, cards and a small selection of toiletries. The Shop is open from 7am-7pm Monday to Friday and 8:30am-6pm Weekends and Bank Holidays.



There is an AIB ATM in the atrium.



The Baxter Storey Coffee Shop is located in the main atrium.

The Coffee Shop is open from 7am-5pm Monday to Friday and is closed at Weekends and Bank Holidays.



The Phoenix Hospital canteen is on Hospital Street and provides a variety of hot and cold food. The Phoenix is open from 7am-3pm Monday to Friday.



## Fire Precautions

For safety reasons we test the fire-alarm systems regularly. If the alarm rings please follow the instructions of the ward staff.

## Security



The Hospital is monitored by CCTV cameras both internally and externally, 24 hours a day. Security Officers manage traffic control and routinely patrol all areas of the buildings and grounds. We do not tolerate verbal or physical abuse. All security incidents, including items lost or found, should be reported to the Security Office in the main entrance hall. Please do not bring valuables, or large amounts of money into hospital with you as we cannot be responsible for their safety.

## Cleaner Air Campus



TUH is a Cleaner Air Campus. As a health-promoting Hospital, we discourage the use of tobacco products including e-cigarettes by staff, patients and the general public. Smoking and the use of tobacco products is not allowed on the Hospital grounds except in the smoking shelter located near the main entrance to the Hospital.

If you are a smoker and would like to stop smoking then support is available. Please speak with the doctors, nurses or healthcare professional who is looking after you for advice.

## Patient Feedback

Our staff endeavour to make sure you receive treatment of the highest standard. If you have any feedback, positive or negative about your treatment please let us know.

You can ask to speak to the Clinical Nurse Manager (CNM) on your ward and they will try to address any feedback that you have straight away. If the CNM is unable to deal with your feedback then you can contact the Patient Advice & Liaison Service (PALS) at 01 414 4709 or Email: **PALS@tuh.ie**

# Restricted Visiting during COVID-19

## Patient Care Package Service

Due to necessary visiting restrictions, we have provided a Patient Care Package Service for our patients. This means your family can drop items to the Hospital that will be delivered to your bedside.

You can also send items home using the same facility. This service is available every Monday, Wednesday, Friday and Saturday 2-4pm in the Hospital atrium. Please note we cannot accept parcels outside of these times.

## Strictly No Visiting

Please let your family know that visiting is not allowed at the moment. This includes no visiting anywhere on the Hospital campus i.e. outside the Hospital / car park etc. This is to protect you, your family and healthcare staff.

## Virtual Visiting

“We know it is hard to be away from your family at this time. To help with keeping in contact with your loved ones, we are using technology at ward and unit level that you can use to communicate with your family. Hospital staff will assist you to use these devices”.

To Facetime, you will need a mobile number or the email address of the family member. To use Skype or Google hangouts, you will need the email of the family member. Hospital staff will assist you to use these devices.



# Pastoral Care

The Hospital offers patients the services of the Pastoral Care Team. The resident healthcare chaplains, student chaplains and volunteers care for your emotional, spiritual and religious needs and are available 24 hours a day. We also liaise with leaders of other faiths, traditions, beliefs and philosophies when required. Each healthcare chaplain serves as a member of the healing team working with all those who care for patients.

To request a chaplain, please ask a member of the healthcare team to make contact. Chaplains also provide a 'Chat to Chaplain' on Zoom and Facebook.

The Hospital Chapel and the Contemplation Room is located on the ground floor beside the Luas entrance.

**There is a live broadcast from the Hospital Chapel to your room/ward television (Channel 41)**

Chaplains also provide:	8:15am: Celebration of Mass for Staff members
Sunday	10:30am: Celebration of Mass for patients and families, followed by the Sacrament of the Sick for those who wish
Monday to Friday	1:30pm: Celebration of Mass. In addition, a variety of other Christian services are held as announced. Sacraments for the different traditions are available on request.
Roman Catholic patients who wish to receive Holy Communion can request their nurse to make contact or leave a phone message on 01-414 2485	
Muslim prayer on a Friday takes place in the Contemplation Room between 1:30pm - 2pm.	

## Privacy

The taking of pictures, filming or recording in the Hospital by patients, friends and families is not allowed. This is to protect the privacy of all patients and staff.



## Electronic Devices

Please be mindful of your use of electronic devices and mobile phones in the Hospital.

To limit the disturbance to other patients

- Please put your phones on silent, especially at night time
- If you are listening to the radio / music or watching something on your electronic device, please use headphones
- Please do not speak loudly on your phone outside other patient rooms or wards

## WiFi

To ensure the best experience for our patients the Hospital provides public WiFi which is free for our patients. The service is accredited by Friendly WiFi, meaning content that is not family friendly is filtered out.

## Translation Services

If you require translation or support with hearing please contact the nurse in charge who will arrange assistance.



If you see this symbol on your ward please be aware of its importance. This spiral symbol means that a patient is dying or has died. We would ask all patients and their visitors to be respectful and to be prepared to meet people who are grieving during your time on the ward.

## Making every contact count

TUH supports patients to make healthier lifestyle choices to reduce the risk of chronic disease.

The staff looking after you during your admission will *make every contact count* and discuss risk factors such as tobacco, alcohol and drug use, unhealthy eating and physical activity with you as part of routine patient care.

MAKING  
EVERY

CONTACT  
COUNT

For more information:  
[www.thrombosisireland.ie](http://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 Fear  
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

## Patient Charges

Patients admitted to the wards/day ward are issued a bill after discharge in line with Government Policy. Details of charges are available on [www.tuh.ie](http://www.tuh.ie) Failure to pay your bill will result in the Hospital having to taken legal action.

If you have Private Health Insurance we would respectfully ask that you use your insurance during your stay. Note this will not have any adverse effect on your annual insurance premium. TUH is a voluntary hospital and this funding stream is an important component of the Hospital's budget.

## Quality Improvement

We are an academic teaching Hospital. To help our staff and students learn how to look after you they may read your healthcare record. Your healthcare record may also be used when we conduct clinical audits and quality improvement projects. This is to check that the care you receive follows best practice. You will not be contacted directly if we use your healthcare records for the purpose of teaching or quality controls. This is because your name and personal details are kept confidential and are not included in audit or quality reports.

## Patient Confidentiality

Information is recorded about who you are, about your condition and about the care you receive. This information is kept in your healthcare record and on our systems. We will share this information with relevant medical staff you would expect to be involved as part of your overall care, including your GP and staff who provide treatment in the Community setting. When you are admitted you will be given a unique identification wristband to wear. Staff will need to check it to confirm your identity before they can give you medication/treatment or take blood samples.

# Clean Hands Saves Lives



## Infection Prevention Control

**Coronavirus/COVID-19 comes from a family of viruses that cause illnesses like the common cold to more severe diseases. COVID-19 is the infectious disease caused by the latest discovered coronavirus. People catch the virus from others who have the virus through inhaling small droplets when people cough or sneeze or through touching contaminated surfaces. Contaminated hands is the most common way the infection is spread.**

### What can I do to help?

- Clean your hands regularly, especially: when they are soiled, after using the toilet and before eating. If you are unable to go to the sink in your room please ask the nurse Manager for a pack of hand wipes.
- Keeping your hands and body clean are important. Please make sure you have your own toiletries & tissues.
- When coughing or sneezing use a tissue & turn your head away from others. Dispose of the tissue & clean your hands.
- Do not touch your wounds, medical devices, drips or catheters.
- Limit the amount of personal belongings in your room, especially in your bedside locker and table. This helps staff keep your room as clean as possible which further reduces the risk of infection.



- If you have, or have **had a health care associated infection in the past such as MRSA or CPE please inform your admitting nurse or doctor**
- **It is ok to ask.** We want you to ask staff if they have cleaned their hands before attending to you, if you have not seen them do so.
- Do not **clutter up your bed space. Only bring essential items** into the Hospital and keep them in the locker provided – this makes it easier for us to clean around your bed space properly
- **Wear shoes/slippers or non slip socks** when walking around your room. This keeps your feet clean and also reduces the risk of falling
- Tell a ward staff member if you see any **dirt, dust or clutter either around your bed or in the toilets or bathrooms**
- **Tell a nurse immediately if** you think a dressing has become loose, or if a wound or **intravenous drip site becomes sore or painful.** Please **do not touch your** wounds, bandages, dressings or disconnect yourself from medical equipment

Resistant bugs (bacteria, or germs) are increasing across the world and we need to find ways to beat them. One way to do this is testing/screening to see if patients are carrying the bugs on their skin or in their gut. We might look for many resistant bugs such as CPE, VRE and MRSA. We will tell you if we are taking the screens. If your screen comes back positive, the clinical team will tell you and answer any questions you might have. If the screen comes back after you go home your team will let you know and a letter will be sent to your GP and Healthcare Consultant.

Some of these infections are caused by your own bacteria . A 'healthcare-associated' infection (HCAI) is an infection that you pick up when in contact with a healthcare facility such as a wound infection after surgery. Others are caused by antibiotic-resistant healthcare bugs – 'superbugs' e.g. MRSA, CPE. You can pick these up from contact with other patients, from contact with hospital staff, environment and equipment.

# Patient Discharge Information

## Some important information you will need when leaving the Hospital



The length of the time you spend in hospital will depend on your clinical condition.

Soon after your admission you will be given a Predicted Date of discharge (PDD). This is the date when you may be ready to go home.

### Your Discharge Plan:

From the day you are admitted to the Hospital, there are a number of different staff involved in your care. The health care team will work with you, your relatives and carers to plan your discharge.

Please tell your Doctor or Nurse as early as possible in your stay if you think you will have any concerns about going home.

### On the Day of Discharge

If a family member/friend/carer are collecting you please ask them to be here for 11am.

## Questions for you to ask about planning for home



- Are there any danger signals/red flags to look out for when I go home?
- If I need help and care at home after I leave hospital, who will help me to arrange this?
- Are there any special instructions for daily activities?
- Will I need special equipment at home?
- Who will help me to arrange this?
- Will there be any follow up appointments?
- When can I return to work or to my normal routine?

## Know Your Medicines

Here are a few questions to make sure you have the answers to before you leave.



- What medicines do I need to keep taking, and for how long?
- Have any medications been added, stopped or changed, and why?
- How do I take my medications, and for how long?
- How will I know if my medication is working, and what side effects do I watch for?

**Any further questions regarding your medications after discharge, please talk to your Hospital Pharmacist.**

