WELCOME TO THE HERMITAGE MEDICAL CLINIC

Thank you for choosing the Hermitage Medical Clinic to take care of your outpatient or inpatient needs. All our medical, nursing, administrative, catering and other support staff will strive to make your stay with us as comfortable as possible. It is important to us that you understand all aspects of your care so please feel free to ask any questions you may have about your treatment or condition. Our clinical staff are always happy to talk to you.

Please take time to read this brochure which provides information about your stay and details of the services and facilities provided within the Hospital.

ADMISSIONS

On arrival please go to Reception, in the main atrium, and you will be directed to the appropriate area for registration. Here you will be asked to verify some personal details and your health insurance information (if applicable). Please bring any referral letters, x-rays or CD’s as provided by your Consultant or GP. When appropriate, if a child is being admitted, it is necessary for a parent or guardian to stay with them until discharge.

PATIENT CHARTER

Our mission at the Hermitage Medical Clinic is to provide excellence in care to all patients. The philosophy of The Hermitage Medical Clinic is one of service and an acknowledgement of the holistic needs of patients not just from a clinical perspective for their presenting illness but also from a psychological, emotional and spiritual perspective.

The Hermitage Medical Clinic provides care that is respectful of the patient’s personal values and beliefs and responds to requests related to spiritual and religious beliefs. The patient’s right to privacy and confidentiality of care and information are respected; the HMC takes measures to protect patient’s possessions from theft or loss. In the HMC patients are protected from physical assault and populations at risk are identified and protected from additional vulnerabilities.

This philosophy of care is reflected in our Patient Charter located throughout the hospital and the next page of this booklet.
PATIENT CHARTER

We are committed to providing a caring environment and the best in medical expertise for our patients. In recognition of this commitment we will strive to deliver high quality cost effective healthcare in the communities we serve. We treat all those we serve with compassion and kindness and we aim to provide a high standard of specialist care based on best clinical practice.

What you can expect

- Our services are organised in an appropriate & timely manner to ensure equity of access & clinical needs.
- We treat people with dignity, respect and compassion. We respect diversity of culture, beliefs & values in line with clinical decision making.
- We provide services with competence, skill and care in a safe environment, delivered by trusted professionals.
- We listen carefully & communicate openly and honestly & provide clear, comprehensive and understandable health information & advice.
- We will provide clear and concise information and explain your plan of care. Should you require a second opinion we will assist you to avail of this. Should you wish to decline or discontinue treatment your Consultant will advise you of the risks, consequences and responsibilities.
- We will do our best to ensure that you have privacy when you use our hospital services. We maintain strict confidentiality of personal information.
- Our services promote health, prevent disease and support and empower those with chronic conditions to self-manage their condition.
- We welcome your feedback about care and services, we will investigate your complaints and work to address your concerns.

What you can do to help

- Keep appointments & let us know if you cannot attend, let us know if you have any special needs such as alternative methods of communication.
- Treat staff and other patients with dignity, respect and consideration.
- Support us to deliver safe and effective services, e.g. if you think that a member of a healthcare team has forgotten to wash their hands, give them a gentle reminder.
- Help us to promote clear communication & information, if there is something that you do not understand, let us know & we will explain better.
- Ask questions and become more actively involved in decision making about your care.
- Support hospital services to safeguard patient confidentiality and privacy.
- Learn more about what you can do to improve your health, ask your healthcare provider for information about healthy living and about what support services are available in your community, ask your healthcare professional to help you to set goals for improving your health.
- Your feedback matters - tell us about your experience so that we can have your concerns addressed. Please complete the patient satisfaction form.

VISITING ARRANGEMENTS:

The hospital allows visiting arrangements to be flexible, consistent with the nature of the patient’s illness and the needs of other patients.
CONSENT

On admission to the Hermitage Medical Clinic you will be asked to give general consent by signing an Admission Consent Form. This means you are giving consent for:

• Examinations, laboratory testing, x-rays, scans, administration of medication
• Nursing care and other health care interventions required for your ongoing medical care and treatment.

This General Admission Consent does not include surgical procedures or blood transfusions.

IF YOU REQUIRE THE FOLLOWING:

• Surgery, sedation, anaesthesia, chemotherapy, blood transfusion, involvement in clinical trials, interventional radiology, interventional cardiology and other invasive procedures:

you will be asked to provide specific informed Consent for the procedure and complete the relevant Consent form with your consultant.

As part of the Informed Consent process, your consultant will explain planned procedures to you, including risks, benefits and alternatives (when available). It is important that you are satisfied with and understand the information you have been given. The Hermitage Medical Clinic encourages all patients to actively participate in their care plan and to ask any questions you may have regarding the risks and benefits of the proposed treatment and any alternative treatments that are available. You should be confident that you have all the information required to make an informed decision regarding treatment. If you require additional information please do not hesitate to ask your consultant, prior to providing consent, or speak to your nurse who can assist in contacting your consultant.

DISCHARGE DATE AND TIME

Your discharge date will be determined between you, your Consultant and nursing staff who are responsible for your care during your stay. Please note that rooms must be vacated no later than 10am on the day of discharge. Driving is not advisable for 24 hours following an anaesthetic. Please ensure you have transport home.
CONVALESCENCE
If you have been recommended convalescence by your Consultant or wish to arrange it, please do so prior to admission.

INFECTION CONTROL / HAND HYGIENE
Hermitage Medical Clinic has policies and procedures in place to manage infection control within the Hospital. All our infection control policies and working principles are based on national and international best practice guidelines. We regularly conduct clinical audits to ensure the best practice guidelines are being followed throughout the Hospital. The control of infection is everybody’s business. Please wash your hands regularly and make optimal use of the hand hygiene units situated at the entrance to each ward. Service users and their relatives / carers / visitors are informed that they can ask staff if they have performed hand hygiene before attending to them and also request staff to practice hand hygiene.

STEPS THAT WE TAKE TO PREVENT INFECTION WITHIN THE HMC ARE AS FOLLOWS:

• Hand hygiene facilities available for all persons entering and leaving the hospital
• 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.
• Ongoing education in the prevention and control of infection is given to doctors, nurses and other healthcare professionals by the Infection Control Team
• Information leaflets for patients and visitors are available in the hospital
• We screen high risk patients for resistant organisms that can cause illness

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 do not visit the hospital until the symptoms have subsided for 48 hours. (This includes children)

• Not to sit on beds but to use the chairs provided
• Not to use the patients bathroom facilities, instead to use the public bathroom facilities on each floor
• To practice good hand hygiene when visiting the hospital

MEDICATIONS
Please bring all your prescribed medications in their original containers and a copy of your current prescription with you. It is imperative that you tell your nurse or doctor what medication (even non prescription medication) you are currently taking. This is to ensure your own safety. Please give all your medication to your admitting nurse for safe keeping. These will be returned to you on your discharge day. If you are taking any High Tech Medicines please bring a supply to cover the duration of your stay in hospital.

ALLERGIES AND SENSITIVITIES
If you have any allergy or sensitivity to any type of product such as food, medicine, contrast dyes, tapes or any other products, please advise your admitting clinician (doctor or nurse) on initial consultation. Patients will be asked to wear a red allergy bracelet to highlight their specific allergy.

FASTING
Your Consultant will tell you if it is necessary for you to fast prior to your admission. If you are unsure of the details please check with your Consultant.

HEALTH INSURANCE DETAILS
Before admission please check with your Insurance Company that your policy covers you for accommodation and treatments that you require and if a policy excess is payable

Patients are liable at the time of admission for any charges not covered by their Insurance Company. Insurance Company excesses and patient shortfalls must be paid on the day of admission. You may settle your account by cash, personal cheque or the following credit / debit cards: Visa / Mastercard and Laser card. Where relevant, Insurance Company claim forms must be completed and signed on admission by each of the policy holders.
1. Inpatient Services:

1.1 VHI, Laya Healthcare, Aviva Health and GloHealth Insurance Companies.
The hospital operates a direct settlement system with VHI, Laya Healthcare, Aviva Health and GloHealth for in-patient activity. It is important to note that some private healthcare insurance plans have Excess Conditions which may require a supplementary excess payment by the subscriber which is payable at time of your admission. This information or amounts due can be obtained from the relevant insurance companies and Patient Accounts Department. On admission please bring details of your insurance cover which should include your current membership number and insurance plan along with any supplementary excess payment if applicable.

1.2 ESB Medical Provident Fund, Garda Medical Aid, Prison Officers Medical Aid and the Defence Forces.
The Hermitage Medical Clinic operates a direct settlement system with these organisations. The Patient Accounts Department at the Hermitage Medical Clinic will send the hospital invoice to ESB Medical Provident Fund, Garda Medical Aid, Prison Officers Medical Aid. In relation to the Defence Forces, it is up to the member to forward the invoice to the relevant department within the Defence Forces. Please note that for the Prison Officers Medical Aid the policyholder must fully complete and sign the insurance form before admission.

It is imperative that patients contact their Insurers prior to admission to the Hermitage Medical Clinic, to clarify their coverage. On admission please bring details of your insurance cover which should include your membership number and insurance plan along with any supplementary excess payment if applicable.

2. Non-insured Patients
Non-Insured Patients are required to pay for treatment in full on the day of admission. Please contact the Patient Accounts Department at (01) 645 9250 for an estimate of your treatment cost prior to admission. The estimate will cover hospital costs only. Professional fees for Consultant Medical Staff are not included in the cost quoted by the Hospital and will be issued to you separately by your Consultant.
3. Outpatient Services
Payment is due on the day the service is provided.

4. MRI, CT & PET / CT Scans

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* Payment due at time of scan (claim under your outpatient scheme)
** Please note that MRI scans must be consultant referred with VHI and ESB cover to benefit from direct settlement.
*** Pre-authorisation must be obtained before direct settlement is agreed

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CT Cardiac not covered

** PET / CT (Outpatients)

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* Payment due at time of scan (claim under your outpatient scheme)
** Please note that pre-authorisation from your insurance company is compulsory prior to booking for all PET / CTs.
If pre-authorisation is not obtained at the time of the scan, patient must settle their account at time of scan.
MRI Scans (Inpatients)

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**TAX RELIEF**

Certain medical costs are tax deductible. Please refer to www.revenue.ie or contact your local tax office for more information.

**ACCOMMODATION**

Please note we will endeavour to provide you with accommodation relevant to your insurance cover but unfortunately this is not always possible.

**WHAT YOU SHOULD BRING WITH YOU TO HOSPITAL**

You should bring (tick as you pack them):

- Medical information and / or X-rays (if applicable)
- Night wear
- Dressing gown
- Sturdy Slippers
- Toiletries, including toothbrush and toothpaste
- Comb / hair brush
- Razor (if applicable)
- Spectacles, contact lenses, hearing aid and dentures

Try, where possible, to keep these in their protective containers when not in use to ensure that they do not become mislaid.

Children are encouraged to bring one or two favourite toys, books or games.

It is advisable that all valuables, jewellery and excess clothing be left at home as the hospital does not accept responsibility for lost items.

**Please note that there is no ATM at the Hermitage Medical Clinic.**
Please do not bring too much personal clothing as space is limited. As the Hospital is unable to provide a personal laundry service, please make suitable arrangements with your relatives or friends.

FALLS PREVENTION - ADVICE FOR PATIENTS – WHILE IN HOSPITAL

We assess all patients for risk of falling in order to implement measures to prevent falls if possible. It is important that the nursing staff know if you have a history of falls, faints, trips, slips, dizziness or light-headedness prior to or during your admission time. For your added safety the nurse may ask you to wear an orange arm band and provide you with anti-slip socks if he/she deems it appropriate.

• After receiving an anaesthetic, sedation or having a procedure please call for the nurse the first time you get out of bed and if you feel weak and dizzy.
• Ask the nurse for help going to and from the bathroom. This is very important if you are unsteady. A nurse call bell is located at the bedside and in the bathroom is a red string.
• A member of the nursing staff may stay with you in the bathroom for your safety.
• If you take medication that causes you to go to the bathroom frequently, ask for nursing assistance when you need to get up. Alternatively, consider using a bedpan, commode or urinal/urine bottle.
• Make sure that you have any walking aids with you in hospital and that you have your hearing aid or spectacles to hand if you need them.
• Walkers, crutches and sticks can provide support. Other items do not. Do not lean on the bedside table, furniture, IV Pole or other items to steady yourself.
• Keep everything you need within easy reach and leave the call bell where you can reach it.
• Avoid stretching or bending to reach things.
• Wear nonslip well fitting slippers or shoes – preferable footwear with backs on them, not slip ons.
• Get up from your bed or chair slowly as some treatments and medications may cause you to feel dizzy or sleepy.
• Tell the member of the nursing staff if you have any concerns about your safety.
SECOND OPINION

We encourage you to ask questions and seek clarity on your care. Should you require a second opinion we will assist you to avail of this.

CATERING

A menu with details of meal times will be available at your bedside where you can order your preferences. Every effort is made to provide a variety of high quality food to suit all tastes.

The meal times are as follows:
- Breakfast ..........8am
- Dinner ............12pm
- Tea .................5pm

Afternoon tea and coffee are also served.

The Catering Department also cater for different dietary needs. These include Diabetic, Semi-Solid & Soft Diet, Gluten Free, Vegetarian, Neutropenic and special Cultural and Religious diets. Any food items brought into the hospital by family members for patients must be disclosed to nursing staff so that the food can be assessed as suitable for patient’s medical condition and needs, and if necessary educated as to the nutritional needs of patients.
PUBLIC TELEPHONES
Public telephones are located in the main reception area.

POSTAGE OF LETTERS
There are facilities for the postage and delivery of mail while in the Hospital. The Mailbox is in the reception area beside the public telephones and stamps can be purchased in the hospital shop.

POLICY ON MOBILE PHONES & ELECTRICAL APPLIANCES
Each bedside has a HI-Med system which provides Television, Radio and Internet services free of charge. If you would like to make use of the HI-Med telephone at the bedside please ask your ward clerk for a Hi-Med card. Each card has a deposit requirement of €5.00 which is refundable. Your card balance will always be displayed on screen with the deposit and balance separately. It is possible to top up your card balance at one of the pay stations situated in reception or at the entrance to St John’s Ward. Please return your HI-Med telephone card to a Pay Station when discharged from the hospital.
Patients and visitors can use their wireless laptop PCs in the hospital as high speed internet access is also available.

RESTAURANT & SHOP DETAILS

The Restaurant is open for patients and visitors. Breakfast, lunches, dinners and snacks are available daily.

The opening hours are:

- **Monday to Friday** ........................................... 7.30am - 6.45pm
- **Saturday, Sunday and Bank Hols** .................. 9.30am - 5pm

Outside of these hours there is a vending machine available on the 1st Floor beside the Restaurant.

There is a shop located in reception which sells a range of products including newspapers, magazines, sweet and savoury snacks, drinks, essential toiletries, greeting cards and phone credit. The opening hours are:

- **Monday to Friday** ................................................. 8am - 8pm
- **Saturday, Sunday and Bank Hols** ....................... 9.30am - 6pm

Daffodil Centres are located in a number of Irish hospitals. They have been set up by the Irish Cancer Society in partnership with each hospital and are an extension of the Cancer Information Service. Staffed by a specialist nurse and trained volunteers, they provide a range of information, advice, help and support on all aspects of cancer, free of charge.

Daffodil Centres give you a chance to talk in confidence and be listened to and heard. If you are concerned about cancer, diagnosed with cancer or caring for someone with cancer, you are welcome to visit the centre which is located on the lower ground floor. It’s a walk in service so no appointment necessary.

Daffodil Centre - Hermitage Medical Clinic

Opening hours and contact details:

- **Monday to Friday** 9am-5pm
- **Tel:** 01-6459832
- **Email:** daffodilcentrehermitageclinic@irishcancer.ie
DAY PROCEDURE PATIENTS

Having a day procedure can mean a full day in hospital. It can mean an early start and a wait for surgery depending where you are on the list. Please bring some reading material or games to help pass the time.

Please follow your Doctor’s instructions regarding special preparation prior to your procedure including fasting times for food and fluids including water. It is essential if you are having a day procedure to have a responsible adult collect you following your procedure and stay with you overnight. Failure to do so may result in your procedure being cancelled. As certain anaesthetics cause drowsiness it is also important that you do not drive for 24 hours after surgery.

Do not wear make-up, jewellery or nail varnish and wear loose comfortable clothing on the day of your procedure. You will be provided with a personal discharge plan, and staff are available to assist you with arranging services you may require following your procedure.
DAY PROCEDURE CHECK LIST
Along with bringing insurance information it is important for day patients to:
• Ensure to have a shower prior to admission
• Clarify fasting times for food and fluids (including water) from your Surgeon
• Confirm what medications you need to continue or cease with your Surgeon
• Arrange for someone to collect you from hospital and stay overnight
• Bring x-rays/scans.

RELIGIOUS / PASTORAL CARE SERVICES
The Hospital Oratory is located near the Main Reception area. Our Chaplain is Fr. Tomy George and can be contacted at 01 6459796. Arrangements can be made for patients of all denominations to receive visits by their respective Clergy. Mass times are: Mon, Wed, Fri & Sun at 11am.

PATIENT FEEDBACK
We hope your stay in Hermitage Medical Clinic has been as comfortable as possible. Hospital staff are always pleased to hear any appreciative comments and these will be passed on to the staff concerned. If, however, you feel improvements can be made, please do not hesitate to let us know. A Patient Satisfaction Survey is available for all patients.

We welcome comments or suggestions that may help maintain or improve our standards. Management guarantees that all complaints will be treated confidentially and will be processed in a timely and efficient manner, in accordance with the Compliments / Complaints Policy.

SMOKING POLICY
For a healthier environment Hermitage Medical Clinic and grounds is a non-smoking area. Smoking is not permitted at entrances. Electronic Cigarettes are also prohibited. We appreciate your support in complying with this legislation.
PARKING
There is a public car park located beside the Hospital which is open 24 hrs. The car park paystation is located in the main reception area of the hospital. This machine accepts cash, coins and credit cards and the charge is €2.50 an hour.

Weekly / Monthly tickets available from Reception upon request.

PUBLIC TRANSPORT
The following bus routes stop near the Hermitage Medical Clinic:

Buses from Pearse St: 25, 26, 25A, 66, 66A, 66B, 67, 67A

Buses from Aston Quay: 78, 78A

Buses from Blanchardstown Centre: 239

Please note that the nearest bus stop for the Hermitage Medical Clinic (travelling West, from the City Centre) is the Lucan Rd (Kings Hosp) bus stop. Please take the footbridge to the other side of the road, take a left turn and after approximately 1km you will come to a roundabout and the entrance to the Hermitage Medical Clinic is straight ahead.

The Liffey Valley slip road bus stop is the nearest stop to the Hermitage Medical Clinic for those travelling from west Dublin. From this bus stop please walk straight down this road until you come to a set of traffic lights, take a left and the entrance to the Hermitage Medical Clinic is on your left.

DISCHARGE
Before you leave you will be provided with information relating to your medications, appointments and discharge instructions as appropriate.
DISCHARGE PLANNING

Prior to coming into hospital, consider planning for your return home. Talk to your family, Doctor or Discharge Planner. Areas to consider include personal care, home safety and equipment needs, meal preparation, shopping and domestic help. Where possible, it is important to make plans before you come into hospital.

When you arrive, talk to your admission nurse about your concerns and any discharge needs so that planning can begin straight away. A Discharge Planner is available to discuss issues, eligibility and facilitate discharge plans and can be accessed through your Nurse Unit Manager.

DISCHARGE CHECKLIST

- Have you transport to your home?
- Is someone coming to collect you?
- If you have a wound; what care is needed?
- Have you stitches or clips that need to be removed?
- Can you bathe and shower independently when you go home?
- Do you have house keys, clothes, and is there food available?
- Has the heating been turned on?
- If you are already receiving care or services at home, does the service provider know you have been discharged?
- If there are any problems when discharged, whom do you contact?
- Have you got your prescription? Medication is not supplied by the hospital. Have you someone who can get the medication for you? What is the medication for, how often and for how long should you take it?
- Have you got a letter for your doctor or public health nurse?
- Do you need an out-patient appointment or follow up care?
- When can you return to work and normal activities?
- Do you need a medical certificate for your employer?
- Have you got all your belongings?
USEFUL NUMBERS

Main Reception 01 – 645 9000
Accounts (Patients) 01 – 645 9250
Admissions 01 – 645 9009
Cardiology 01 – 645 9450
CyberKnife Centre 01 – 645 9045
Daycare 01 – 645 9036
Diagnostic Imaging (X-Ray) 01 – 645 9042/43
Emergency Department 01 – 645 9016
High Dependency Unit (HDU) 01 – 645 9038/39
Oncology (Daycare) 01 – 645 9792
Orthopaedic Assessment Clinic 01 – 645 9733
Pharmacy 01 – 645 9114
Physiotherapy Department 01 – 645 9012
Pulmonary Function Laboratory 01 – 645 9853
Radiotherapy 01 – 645 9045
St. John’s Ward 01 – 645 9330
St. Luke’s Ward 01 – 645 9320
St. Mark’s Ward 01 – 645 9310

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