

# Patient Information Handbook

**UPMC** | **AUT EVEN**  
HOSPITAL

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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. There are “Comment Cards” available at the nurses’ station and at the reception desks throughout the hospital.

## Welcome to UPMC Aut Even Hospital



On behalf of all our staff, I would like to welcome you to UPMC Aut Even Hospital. 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 UPMC Aut Even Hospital your health, safety and wellbeing have always been a top priority. The hospital's infrastructure is updated with infection prevention and 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.

Aut Even Hospital has been a provider of private hospital healthcare in Ireland for over 70 years. With an ethos focusing on high quality safe patient care, we constantly challenge ourselves to be innovative and ambitious to optimise the service we provide for our patients.

We learn from your experience as a patient with us. 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 following discharge.

I hope your experience with us at UPMC Aut Even Hospital reflects our commitment to you & your care.

Sincerely,

*Claire Phelan*

General Manager

## Patient & Family Rights and Responsibilities

The hospital informs patients and families of their rights and responsibilities by displaying them in all public places and providing a copy in writing, to all patients being admitted to the hospital.

### Patients have the right to the following:

#### Plan of Care

- ❖ Good quality care and high professional standards that are continually maintained and reviewed.
- ❖ Participate in the development and implementation of your plan of care, including pain management and discharge planning.
- ❖ Make informed decisions regarding your care, treatment or services in language or terms you can understand.
- ❖ Be fully informed about your health status, diagnosis, and prognosis, including information about alternative treatments and possible complications; when it is not medically advisable to give this information to you, it will be given to your representative or other appropriate person.
- ❖ Be involved in care planning and treatment.
- ❖ Be informed of services that you need to participate in current and future health care decisions.
- ❖ Refuse drugs or procedures, to the extent permitted by statute, once you have been fully informed of the medical consequences of refusal of such drugs or procedures.
- ❖ Have your representative act on your behalf when necessary or desired by you.

#### Privacy, Respect, Dignity and Comfort

Personal privacy, including:

- ❖ During personal hygiene activities, treatments, or examinations.
- ❖ Sharing your personal information only with your consent unless otherwise permitted or required by law.
- ❖ Deciding if you want your family involved in your care.

- ❖ During clinical discussions between you and your treatment team members.
- ❖ Choose who you would like to have as a visitor.
- ❖ Give or withhold consent for the facility to produce or use recordings, films, or other images of you for purposes other than your care.
- ❖ Know the names of all staff attending to your care. Staff will wear a name badge and/or introduce themselves.

## **Staff and Environment**

- ❖ Receive respectful care given by competent personnel in a setting that:
  - ❖ Is safe and promotes your dignity, positive self-image and comfort.
  - ❖ Accommodates religious and other spiritual services.
  - ❖ Is free from all forms of abuse, exploitation or harassment or neglect.
  - ❖ Will assure that you will be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff
- ❖ Receive care without discrimination based upon race, colour, age, ethnicity, ancestry, religion, sex, sexual orientation, gender identity national origin, source of payment, or marital, familial, or disability status.
- ❖ Receive care in a safe and clean environment.

## **Personal Health Information**

- ❖ Records pertaining to your medical care to be treated as confidential.
- ❖ Appropriate management of your personal health information as set forth in our Notice of Privacy Practices.
- ❖ Receive within one calendar month of request, a copy of your health care record (unless in exceptional circumstances deemed by your doctor to be detrimental to your health).

## **Other Health Services**

- ❖ Emergency procedures to be implemented without unnecessary delay.

- ❖ Appropriate assessment and medically appropriate management of pain.
- ❖ When medically permissible, be transferred to another facility after you or your representative has received complete information and an explanation concerning the needs for and alternatives to such transfer. The institution to which you are to be transferred must accept you for transfer.
- ❖ When an emergency occurs, and you are required to be transferred to another facility, your nominated responsible person shall be notified. The institution to which you are to be transferred shall be notified prior to your transfer.
- ❖ Be assisted in obtaining consultation with another physician at your request and own expense.

### **Quality, Support & Advocacy**

- ❖ Be informed of how to make a complaint or grievance.
- ❖ Quality care and high professional standards that continually are maintained and reviewed.
- ❖ Access to an interpreter on a reasonable basis.
- ❖ Expect that the facility will provide you information about your continuing healthcare needs at the time of your discharge and the means for meeting those needs.

### **Research**

- ❖ You (or your legally responsible party if you are unable) have a right to be advised when your consultant is considering you as a part of a clinical trial or other medical care research programme.
- ❖ You must give informed consent before actual participation in such a programme and may refuse to continue in such programme to which you previously gave informed consent.
- ❖ A decision to withdraw your consent for participation in a research study will have no effect on your current or future medical care at a UPMC hospital.

## Patients and families have responsibility for the following:

The healthcare providers of UPMC are committed to working with patients to deliver excellent patient care. UPMC Aut Even Hospital asks that patients and families work with them to meet the goals related to care and treatment. We ask our patients and their families to assume the following responsibilities:

- ❖ Attend all hospital appointments at the requested time and inform staff if you are unavailable to attend.
- ❖ Let us know if you have special requirements such as alternative methods of communication.
- ❖ Provide an accurate and complete health history.
- ❖ Participate in your treatment and services.
- ❖ Communicate with our staff.
- ❖ Comply with all the departments hygiene, infection prevention and control and smoke-free policies.
- ❖ Support us to deliver safe and effective services, e.g., if you are not sure whether a member of a healthcare team has washed their hands, it's ok to ask.
- ❖ Be considerate of the rights, privacy, and the property of others. This includes the use of all social media while attending or visiting the hospital.
- ❖ Be courteous to patients and staff.
- ❖ Comply with visitation policies.
- ❖ Protect your belongings.
- ❖ Arrange transportation home.
- ❖ Advise us if your contact details change.
- ❖ Your feedback matters – tell us about your experience so that we can have your concerns addressed.



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

We want you to be satisfied with the information you have on leaving UPMC Aut Even Hospital. 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 UPMC Aut Even Hospital 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.

## Safeguarding and Child Protection

### Your Child's Stay

Parents and guardians of a child attending UPMC Aut Even Hospital 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 UPMC Aut Even 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 UPMC Aut Even Hospital 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 to get support. It may be necessary to speak with the social worker 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 UPMC Aut Even Hospital 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 patient treatment is set out in the Patient Privacy Statement.

This is available to you online on the website [www.upmc.ie](http://www.upmc.ie)

### We encourage 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 UPMC Aut Even Hospital, 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 UPMC Ault Even Hospital 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 [dpo@upmc.ie](mailto:dpo@upmc.ie)

### 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.

### Informed Consent

On admission and during your stay you will be asked to give consent or your permission for the procedure to go ahead. It is important that you have enough time and information to make an informed decision. Your consultant will give you this information about including the risks and benefits associated with the treatment or procedure.

### Fasting Information

You may be required to fast before or after certain procedures or investigations. Your consultant and/or pre-operative assessment Team will provide you with this information.

## Rules for Taking Prescription Medication on Day of Procedure

You will be advised by your treating Consultant and/or pre-operative assessment team when scheduling your procedure if you should stop taking any medication before your operation. Unless otherwise advised, please take all your regular medications on the day of your surgery.

## 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 health insurance homecare e.g.
  - 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 inpatients are accommodated in single rooms or triple rooms with ensuite bathroom facilities.

Robust cleaning of your room takes place frequently.

A supply of fresh towels is delivered to your bathroom daily.

### Personal Property

UPMC Aut Even Hospital 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” as soon as is permitted by your medical team.



### 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 Prevention and Control

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

## Visitors

Visitors are welcome and an important part of your recovery, however we ask that they adhere to restrictions that may be in place to ensure our infection prevention and control measures are not placed under risk.

Patient safety and welfare remains our priority, so we respectfully ask all patients and their families to consider keeping to hospital visiting hours to avoid interrupting mealtime and clinical care.

Please refer to [www.upmc.ie](http://www.upmc.ie) 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 always 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

UPMC Aut Even Hospital 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 dependent, 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 7777 from any hospital network telephone.**

## Smoking

UPMC Aut Even is a no smoking building. This extends to the use of e-cigarettes and Vapes.



## Shop

There is no shop on the premises of UPMC Aut Even Hospital.

## 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.

UPMC Aut Even Hospital currently operates direct settlement contracts with VHI, Laya Healthcare, Irish Life Health, 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, Debit and credit cards. You may also pay online through our website [www.upmc.ie](http://www.upmc.ie)

If you have any questions in relation to costs or invoices, please call our Finance Department on 056 7775194/5196

### Out-Patients

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



## Patient Feedback

At UPMC Aut Even Hospital we value your opinion and are continually looking for ways to improve the care and service that we provide. Feedback can be provided via the Patient Experience Survey Form that can be found in all public areas. You will also be provided with a copy of this form by the staff during your stay with us.

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.

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 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, Nursing Services Manager 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 unlikely event that your needs are not met, or you are dissatisfied with the service provided, please speak with a member of staff in the first instance. Should your complaint not be dealt with to your satisfaction, you can document it using the Patient Feedback Experience Form, or complete the online feedback form on the hospital website [UPMC.ie/AutEvenContact](https://www.upmc.com/aut-even/contact).

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