

### **General Information:**

**Infection Prevention and Control:** Hand hygiene is a simple effective procedure that, if carried out correctly, contributes more than any other single measure to the prevention of the spread of infection. Hands pick up germs through contact, and even though they may appear clean, germs may be present, so thorough hand hygiene is necessary. Do not be afraid to ask staff to carry out hand hygiene. Hand hygiene dispensers are located throughout the hospital.

**Your Opinion:** If you wish to comment on any aspect of the service there are 'Your Service Your Say' leaflets and suggestion boxes at the main reception and at various locations throughout the hospital for your use.

**Complaints:** If at any stage you are unhappy with the service, please report this to the Ward Manager prior to your discharge or as soon as possible after this. The hospital operates according to the HSE formal complaints policy. All written complaints are investigated and a response issue to the complainant, you should address your complaint to the Patient Services Department who can be contacted on 045 849514 / 849521.

**Clinical Audit:** In order to improve the quality of services, our staff engage in clinical audit using patient data. All such data is anonymised. Further information is available from the Audit/Project Coordinator.

**Hospital Website:** For further information on the services provided by the hospital please visit the hospital's website - [www.naashospital.ie](http://www.naashospital.ie)

**Health Information:** For information and advice on a range of healthy, lifestyle topics visit the Health Education Learning Point (HELP) situated outside Level 2 which has dedicated internet access to Health Promotion information.

### **General Information:**

#### **Mealtimes**

Patient's meals are served at the following times:

- ✓ Breakfast – 8.15am - 8.45am
- ✓ Lunch – 12.30 - 1.00pm
- ✓ Evening Meal – 5.00-5.30pm

**Refreshments:** The Coffee Shop is located in the main reception of the hospital open 8am-9pm. The shop is also located here and sells soft drinks, newspapers, magazines & opens 9am – 9pm.

**Public Toilets:** There are public and wheelchair accessible toilets on both floors of OPD and in the Main reception behind the shop. If you are unsure of where to go, please ask any staff member.

**Smoking:** Naas General Hospital is a no smoking campus and is committed to providing a clean environment. We ask patients and visitors **not** to smoke on the hospital grounds.

**Pastoral Care:** The Hospital Oratory is located on Level 2 and is available

**Parking:** There is pay parking available at the front of the hospital with dedicated free-parking for the disabled. The fee is €1.20 per hour or €6.00 per day.

**Waste Recycling:** A waste recycling system is in place at the hospital. The items recycled are cardboard, paper (including magazines and newspapers), glass and plastic bottles. We are grateful for your cooperation in disposing of recycling items in the appropriate bins provided throughout the hospital.

**Information leaflet developed by Healthcare Records Committee & Eligibility officer.  
Approved by Senior Management Operational Group.**

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May 2016



Naas General Hospital

[www.naashospital.ie](http://www.naashospital.ie)

# Naas General Hospital Patient Information

#### Mission Statement

Together we will provide equitable and quality patient care, delivered safely by skilled and valued staff, through the best use of available resources.



## Welcome to Naas General Hospital

Naas General Hospital is located within walking distance of the centre of Naas Town.

The hospital provides General Medical, General Surgical, Acute Psychiatry and 24-hour Accident & Emergency Service to its immediate catchment population of Kildare/West Wicklow, (approx. 220,000). Other services provided include Care of the Elderly including Day Hospital, Day Procedures, Outpatients Department, Radiology, Pathology, Pharmacy, Speech & Language Therapy, Physiotherapy, Occupational Therapy, Nutrition & Dietetic Services, Cardiology, Respiratory, Social Work & Discharge Co-ordinators. The Department of Nursing provides specialist-nursing services in the areas of Diabetes, Respiratory, Rheumatology, Oncology, Palliative Care, Dermatology, Cardiac Rehabilitation, Stroke, Anti-coagulation, Tissue Viability, Cardiology Minor Injuries, Resuscitation & Health Promotion.

### Your Admission

Please bring the following into hospital with you:

- ✓ Medication that you are taking (in its original packaging) & any medical appliance that you normally use
- ✓ Essential toiletries, night attire, dressing gown and slippers (not necessary if you are having local anaesthetic)
- ✓ Private Health Insurance details
- ✓ Medical Card details

It is important to follow the instructions in your admission letter to avoid any unnecessary delays in the process.

In order to provide the best treatment for **all** patients in our care, it may be necessary for you to be moved to a different bed within the ward or to a different ward during your stay.

### Property

Your property should be kept to a minimum while in hospital. You are advised **not** to bring valuables or large amounts of cash into the hospital, as responsibility will **not** be accepted by the hospital if your possessions are lost or stolen. This includes mobile phones, lap tops etc. Your property should be clearly labelled and stored in the appropriate containers where relevant e.g. hearing aid, dentures,

## Eligibility for Services

Accommodation charges and the Government Levy charge are subject to on-going review by the Department of Health & Children. Please see leaflet entitled 'Naas General Hospital – A Guide to Patient Charges' for a complete breakdown of charges. This leaflet is available from the Patient Accounts Office during office hours, telephone 045 84 9517/ 9518/ 9519 & the hospital's website - [www.naashospital.ie](http://www.naashospital.ie)

As a full medical card holder, you are entitled to avail of **public services** free of charge within the hospital. Please present your medical card on admission.

As a non-full medical card holder, you are entitled to avail of **public services** within the hospital subject to the Government Levy charge per night up to a maximum of ten nights in any rolling twelve month period.

As a **Public** patient:

- ✓ You will be required to avail of a public bed
- ✓ You will **not** be liable for Consultant fees.
- ✓ Non-medical card holders **will be** liable for the government levy charge

As a patient using **Private Health Insurance**:

- ✓ A direct billing system is in place with private health providers. You will be required to provide us with your signature and policy number to facilitate Government Levy charges.
- ✓ It may not always be possible to avail of a single room. Admission to a multi-occupancy ward may be necessary due to limited availability of single occupancy rooms. **Please note that on occasion patients occupying a single occupancy room may be required to transfer to a multi-occupancy ward in order to facilitate a clinical need.** These rooms are allocated in the first instance on the basis of clinical need. Thank you in anticipation of your cooperation should this need arise. It is not possible to book single occupancy rooms in advance.
- ✓ You will be liable for Consultant and other fees.

## Visiting

Visiting is permitted from **2.00pm - 4.00pm & 6.30pm - 8.30pm** daily.

- ✓ Any arrangement outside of these times must be discussed and agreed with the Ward Manager.
- ✓ Visiting hours may be extended for compassionate reasons; where relatives assist with patient care; or to meet healthcare professionals at designated times.
- ✓ Visitors who assist and support patients with eating will be welcome on the ward at meal times, with prior arrangement with the Nurses – **NO other visitors allowed at meal times.**
- ✓ Please be conscious of the rest needs of other patients.
- ✓ You will need to leave the area when clinical procedures, nursing care and ward rounds are taking place.
- ✓ A maximum of two persons can visit a patient at any one time.
- ✓ Children must be supervised by an adult at all times. Children under 12yrs, other than patient's own, are not permitted.
- ✓ Visiting may be restricted for medical, emergency or infection control purposes at the discretion of Ward Manager.
- ✓ The Ward Manager can request a visitor to leave if s/he determines it is in the best interest of the patient.
- ✓ Please designate one family member to make phone enquiries as minimising phone calls to the ward allows nursing staff to spend more time with patients.

## Your Discharge

Your Consultant will decide when you are fit for discharge. As much notice as is possible will be given to you. You will be given information by the nursing staff regarding your treatment plan for discharge before you leave the hospital. Please feel free to ask questions before you leave the hospital.