



Patient Information

Your Hospital Stay



www.materprivate.ie



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Welcome

From the moment you arrive at Mater Private Network Dublin, we assure you that you are in good hands.

Our team is second to none and our staff are recognised for their warmth and expertise. You are our priority, and we wish your stay with us to be as safe and as comfortable as possible.

It is important to us that you understand all aspects of your care. If there is anything you need to ask about your treatment or care, please ask us. Our team is your team.

This booklet provides a range of practical information to help you when planning for admission to Mater Private Network Dublin. Our website also has additional information and frequently asked questions (www.materprivate.ie/faqs) which we regularly update.



We are here to support you



Before admission

Your Consultant and healthcare team will share with you any information you need to know about your procedure, what to expect and how to prepare for your admission.

If you require a nominated person to deal with your clinical information, treatment planning, or any decisions about your care, we can set this up at admission. Decide who this person is before your hospital stay, discuss it with them and ensure they are aware of your wishes. During admission, we record who your nominee is, what you wish us to discuss with them and your consent to this.

If you need any specific supports or assistance during your stay, please let us know in advance of admission, so that we can be prepared. We will also review your requirements again at admission, in case there are any changes.

Support or assistance requests may include:

- Communication – hearing, speech
- Vision
- Mobility
- Personal care
- Interpreter
- Diet

Infection prevention & control

Throughout Mater Private Network we comply with the latest Health Service Executive (HSE) guidelines and best practises in relation to all infection control measures. All departments are informed and guided by our in-house specialist Infection Prevention & Control Team.

We follow a “Search & Destroy” approach to infection – we seek to find it and deal with it, before it finds us. To stay ahead of any infection risk, we routinely monitor for a range of infections and identified risk points.

Potential risk points include any recent infection or virus; ever having had a healthcare facility acquired infection; and any admission in last 12 months to another hospital, nursing home or healthcare facility. If any of these apply to you, please let us know before your admission. If it happens that you develop an infection or virus on the day of admission, please let us know when checking-in at admission.



Pre-operative Assessment Clinic (PAC)

Some patients will receive an appointment to attend a Pre-operative Assessment Clinic (PAC) prior to their admission.

The Pre-operative Assessment Clinic assesses your current medical status and confirms your fitness for surgery. This is a day clinic and does not require an overnight stay.

The clinic is coordinated by a Clinical Nurse Manager. Depending on your planned surgery, it may include some or all of the following:

- Anaesthetist assessment
- Nursing assessment
- Physiotherapy assessment
- Physical examination
- Cardiac evaluation (e.g. electrocardiogram/ECG or echocardiogram/ECHO)
- X-ray
- Blood tests
- Infection swabs

Insurance & payment

Health insurance

If you are attending the hospital under a health insurance scheme, your level of cover will be verified by our team prior to scheduling your admission. Verification will check if you are fully covered or, if according to your cover, there is any excess* or shortfall** payable in advance of admission, which you will be advised of.

48 hours prior to admission, a member of our team will contact you to complete any payment due.

If for any reason you are unsure about your level of cover, you can contact us on **01 885 8856** to check – you will need to have your insurance policy details and procedure code to hand for this. For the procedure code, please contact your Consultant's office.

Self pay

If you are paying in full for your treatment, you will receive a quote for the cost of your admission and treatment, along with details of the payment terms. Once your appointment is booked and confirmed, payment in full will be required 7 days in advance of your admission.

Other schemes

For all other schemes, the relevant scheduling team will ensure you are aware of any necessary information. If you have any questions, your coordinator will be able to help you.

Delayed discharge

Your Consultant will confirm your discharge date, which is based on you being clinically fit to leave our care.

Any request to delay your discharge must be approved by the hospital, and the cost of the extended stay will be advised. This will need to be paid in advance.

Please be aware that we cannot guarantee that any costs associated with a stay beyond your discharge date will be covered by your insurer. You will need to contact your insurer directly to check this.

Payment terms

Prior to confirming your admission, if there is a payment due, we will confirm details with you.

Mater Private Network is a cashless facility. We accept payment electronically - credit card, debit card, Apple Pay and Google Pay - and we do not have the facility to arrange installment payments.

* excess: the initial amount not covered by the insurer

** shortfall: the balance of treatment cost not paid by the insurer

Packing & preparing

The most common items to include are:

- Toiletries and personal care items (towels are provided)
- Nightwear, including a dressing gown
- Non-slip slippers or light indoor shoes
- Glasses, contact lenses, hearing aid(s) and dentures, etc
- Books, magazines, etc
- Mobile phone, electronic devices & headphones
- Chargers for any devices
- Insurance policy details
- Medication you are currently taking
- Copies of any prescriptions, medical information, and scans

It is important that you are comfortable during your stay. Pack any clothes, devices, chargers, books, etc which will make you feel at home. We would recommend that you do not bring any valuables with you.

Meals and snacks are provided, with a daily menu to choose from. There is a restaurant on the ground floor, where we operate a cashless system (card/e-payment only).

Hairdryers are available on request on each ward.

Towels are provided, and extra bed linen, blankets or towels are available on the ward.

Medication

Please bring a list and a supply of any prescribed medication and, any over-the-counter or herbal medication, you are taking.

You can get a list of your prescribed medication from your General Practitioner or Pharmacist. Please bring your medication supply in their original containers or boxes if possible.

When you are admitted to the ward, the nursing team will review and take responsibility for the medication you have brought with you.

We will continue to dispense this medication as prescribed, and any new medication will be supplied.

All medication will be returned to you at discharge.

Medical information & scans

If you have copies of current medical reports, results or scans, please bring these with you.

Pharmacy & prescriptions

You will be given any new, updated or repeat prescriptions related to your care on discharge – unfortunately we do not have a public pharmacy to fill these but there are a number of local pharmacies in the area, including late night pharmacies.



Your identity band contains
your name, medical record
number & date of birth
- always wear it

Admission

The first step of the admission process is to register your arrival and complete any necessary paperwork at admission.

After this you will be shown to your assigned ward, clinic, or department, where your clinical care will commence.

Check-in & admission

Starting in the main hospital building in Eccles Street, when you enter the foyer, the first step is to register your arrival at one of the check-in kiosks. This signals your arrival to our admissions team.

Once check-in at the kiosk is complete, please take a seat in the admissions area. You will be called to one of the admissions offices where general consent, insurance, payment and any other administration requirements will be completed.

During your admission any specific assistance needs, or special requirements will be reviewed or updated.

We will record your next of kin, and if required, your nominee with whom we can discuss your clinical information

Should you not want anyone to know you are in hospital, to not accept visitors or phone calls, please let us know so that it can be noted on your record.

Personal data

It is a General Data Protection Regulation (GDPR) requirement that we receive and record your consent to store your personal data (such as name, address, date of birth). To record your consent, you will be asked to sign a 'General Consent Form' at admission.

All information is treated in strict confidence, your rights to confidentiality are respected, and all staff are bound by our strict code of confidentiality.

www.materprivate.ie/privacy

Identification

You will be provided with an identity band which includes your name, medical record number (MRN) and date of birth (DOB).

Before you put it on, you will be asked to check that your name and date of birth are correct.

This will be the first of several times you will be asked for your name and date of birth during your stay. It is a really important clinical safety measure to ensure that we are always talking to, and caring for, the right person - it's not that we are forgetful.

Please wear your identity band throughout your stay. If your identity band comes off, please inform your Nurse and a replacement will be provided.

Information for your stay

Your Bedroom, ward and hospital facilities

Once your admission is completed, you will be shown to your room, where a member of staff will settle you in and take you through information regarding your condition and planned treatment and care.

There are private and semi-private rooms on all wards. With the exception of the Intensive Care Unit, high-dependency and step-down units, all rooms are single sex rooms.

Single rooms have their own bathroom and shared rooms have a shared bathroom. It is really important that bathrooms are only used by patients – this is an infection control measure for your safety and the safety of other patients. Visitors' toilets are provided on each ward.

When you are settling into your room, you will be taken through the facilities and shown how to operate any controls

- Nurse call handset
- Electronic bed controls
- Television & radio controls
- Locker & wardrobe
- WiFi
- Phone (9 for outside line, 0 for reception)

Let us know if you need any additional towels, bed linen or blankets.

You can tune into Channel 26 on your television where you will find a short information video about your room and your stay.

Meals & refreshments

Meals and refreshments are all provided in your room, with a daily menu to choose from.

Catering staff are on duty until early evening in each ward. If you need anything, have any specific dietary requirements, or need information about allergens in our dishes, please let a member of the team know.

If your admission is late or delayed and you have not eaten, please bring it to our attention while you are waiting for admission.

Visitors

Visiting guidelines can change, so in the first instance, please check our website or with ward staff for the latest advice.

Visitors are an important support network and encourage your recovery. However, on the downside, too many visitors can tire you, or could be an infection risk. Consider carefully if you can cope with visitors, how many and for how long. In addition to our guidelines, it is okay to set your own guidelines. Be honest with people about what you would like to do, and if you find this difficult, nominate a family member or friend to do the

talking for you. If you are in shared accommodation, be mindful of other patients.

Any person with symptoms of or exposure to any infection or illness, should not visit.

Smoking

We are a no-smoking facility. If you need nicotine support, please talk to your Nurse when settling into your room. If you do step outside to smoke, please be conscious of smoke entering the building through open doors and windows behind or above you.

Flowers

Unfortunately, flowers are not permitted – the soil, water or dust particles can harbour dangerous bacteria.

Oratory & religious supports

There is an oratory on the ground floor, which is open 24 hours for personal, quiet reflection. If you cannot access the Oratory, it is live streamed on Channel 42 on your bedroom television.

We can organise a member of your faith or church to visit during your stay to support your religious needs and spiritual wellbeing. There is a full time Catholic Chaplain on site.

Public mass with communion (Roman Catholic) is celebrated at 10.30am Monday to Friday, and on Sunday.



Preventing the spread of infection

There are many different ways we work together to prevent the spread of infection. Some of the most common are:

- Sanitise or wash your hands as often as required.
- Always wash your hands after using the bathroom.
- Always wash your hands before touching any surgical site wound.
- Depending on your planned procedure, you may be asked to shower with a disinfectant soap before your procedure, irrespective of already having showered.
- Routine swabbing may be used to assess the risk of infection.
- Use your own towels and toiletries.
- Do not leave towels and toiletries in shared bathrooms.
- Visitors should not use patient bathrooms.
- Do not sit on other patients' beds.
- Any person with any signs or symptoms of any illness should not visit.

Staff routinely attend training and updates in infection control and hygiene practices. We encourage you to check if someone has sanitised or cleaned their hands before touching you - never feel uncomfortable in doing so.

Your feedback

It is important that your stay and experience with us is a positive one.

By sharing your feedback, we can learn first-hand from you about what is working well and what is not.

Sometimes we get it right and sometimes we don't; your honest feedback will help us to identify what and how we can improve future patient experience.

During your stay you can share feedback with the staff on your ward at any time. After your stay, you can share feedback via the feedback form on our website or by participating in one of our surveys.

- **Hospital Consumer Assessment of Healthcare Providers Systems (HCAHPS) Survey** – a paper-based survey evaluating our performance; issued anonymously and randomly to patients within 3 months of a stay.
- **Net Promoter Score (NPS) Voice of the Patient Programme** – you will be invited via text/ short message service (SMS) to participate; to share insights to help us shape patient experience.

Your participation is completely your choice, and all feedback is anonymous and confidential.

If as a result of a poor experience you wish to make a formal complaint, we have a process in place to help you make your issues known to us. The details are provided later in this booklet.



Share your feedback by
participating in one of
our surveys

Discharge

Discharge planning is an important part of your hospital stay.

It puts in place the support you need to continue your recovery when you leave the hospital.

We will help you with any information or support you might need when planning your discharge. If necessary, with your permission, we can also liaise with your next of kin or carers.

Planning ahead

Transport home

Before your admission talk to family, friends or care-givers, to organise your transport home from hospital.

Once your discharge date and time is confirmed, you can then make the final arrangements to be collected from the hospital.

In some cases, there may be specific advice on sitting positions, how long you should sit for, or if you need to take a movement break - we will talk you through this in advance of your discharge.

Convalescence or home care & home adaptation

If you think you might need additional supports after your discharge, talk to your Consultant or any member of the team about putting these in place. The sooner we can set the wheels in motion, the better.

If you have in-home Carers or routine Public Health Nurse visits, let them know your estimated discharge date, so that they can be prepared for your return.

Delayed discharge

Your Consultant will confirm your discharge date. Any request to delay your discharge must be approved by the hospital, and any charges for your extended stay will need to be paid in advance.

Discharge date & time

Before, or during admission, a member of our team will explain how long you can expect your stay to be. The final discharge date will be confirmed by your Consultant during your stay, based on best practice and you being medically fit to leave our care.

A member of the ward team will then take you through the discharge process and your expected discharge time, so that you can arrange your collection. The process begins on the ward in the morning, and usually is completed within a few hours. Most patients can expect to be discharged mid-morning.

Medication & prescriptions

All medications will be explained to you and you will be given any prescriptions to fill at your local pharmacy.

Before leaving the ward, any remaining medication from the supply you brought with you, will be returned.

Discharge review

Before you leave hospital, the nursing and healthcare team will complete your discharge. This will happen either on the ward or in the patient lounge. We will explain and review all the information that you need to continue your recovery, complete your notes and answer any questions you have. The discharge review includes:

- Prescriptions & medications
- Wound care
- Follow-up appointments
- Pain management
- Who to contact in case of emergency or concerns
- Reports for General Practitioner (GP), Public Health Nurse etc
- Medical certificates
- Return to normal activities & work advice

Once your discharge is complete, you can relax in the **patient lounge** until you are collected. If your collection is delayed, please let us know.

Discharge checklist

- ☐ Transport arranged
- ☐ Convalescence/home care organised
- ☐ Belongings & valuables packed
- ☐ Prescriptions
- ☐ Medications
- ☐ My Passport Home
- ☐ General Practitioner (GP)/ Public Health Nurse letters & reports
- ☐ Follow-up appointments arranged
- ☐ Medical certificate
- ☐ Return to work advice
- ☐ Return to activity advice



Patient Charter

The Patient Charter is the document which outlines your rights and responsibilities in the healthcare setting of Mater Private Network, Dublin. It outlines what you can expect from us, how you can participate in your care and our complaints process.

What you can expect from us **Medical care and treatment**

- Appropriate and timely medical care that is in your best interest that will meet your initial and continuing needs.
- Considerate and respectful medical care that acknowledges your spiritual beliefs, dignity, is respectful of your personal values and beliefs, and responds to requests for spiritual and religious observance.
- Care delivered in a clean and safe environment.
- The hospital respects the right of patients, and in some circumstances the right of the patient's family, to have the prerogative to determine what information regarding your care would be provided to your family or others and under what circumstances.
- You have the right to request to seek a second opinion without fear or compromise to your care within or outside the hospital.

Partnering with patients and their named next of kin

- You should receive information about the hospital services and financial implications of the service.
- You have a right to receive the same quality of care throughout the hospital.
- You have the right to be informed of your medical conditions and any confirmed diagnosis, plan of care and treatment, expected outcomes of care and treatment.
- You have the right to identify who you may wish to participate in your care decisions.
- You have the right to be informed of the process to obtain timely access to your health information without a prohibitive cost.
- You have the right to know what type of information regarding your care would be provided to family or others, and under what circumstances.
- You should receive information about your medical condition which will be informed to you by the staff involved in your care, in a language that you understand.
- You have the right to information about your rights to refuse or discontinue treatment and the

consequences of your decision with hospitals responsibilities related to such decisions.

- You will receive information about available care and treatment alternatives.
- You have the right to receive information about the hospital's responsibility for protecting personal belongings.

Consent

- You will be requested to sign a General Consent Form for treatment when you are admitted as an inpatient, or registered for the first time as an outpatient, which is clear in its scope and limits.
- You are entitled to participate in the decisions about medical investigations and treatments.
- As part of the Informed Consent Process, you will be provided with information related to the planned care required for your informed decision.
- Informed consent is obtained before surgery, procedural sedation, use of blood and blood products and other high-risk procedures.

- You have the right to refuse or discontinue your treatment. You will be asked to give your consent before any of these investigations or treatments are carried out.
- A list of 20 procedures requiring informed consent is available to you on request.

Privacy & confidentiality

- You can be assured of privacy and confidentiality of your care and information which allows you the right to have access to your health information within the context of existing law. All your personal medical information will be treated strictly confidential.
- You will be informed about when and under what circumstances information may be released and how your permission will be obtained.
- Staff will meet your expectations and needs for privacy when expressed during care and treatment.

Your privacy is respected for all clinical interviews, examinations, procedures/ treatments and transport. You can read our full privacy statement on our website

www.materprivate.ie/privacy-policy

Safety & security

- You have the right to access care in a safe and secure environment, free from any type of discrimination on the basis of age, race, gender, marital status, religious beliefs, sexual orientation, disability or family status.
- You will receive information about the hospital's responsibility for protecting personal belongings.
- The hospital implements a process to protect all patients from assault and implements a process to protect you from other safety issues.

Valuables

We ask you not to bring valuable items to the hospital. If you do so, please be advised that it is at your own risk.

Discharge planning

Information will be provided to you by individual members of the Multidisciplinary Team to prepare you for discharge and to address any concerns you may have.

Follow-up care

You will be provided with details to assist you with any queries you may have post discharge.

Feedback & surveys

You may receive requests from us, or our nominated providers, to participate in surveys which provide us with feedback about your admission to the hospital.

We would appreciate your participation as feedback is invaluable in helping us to improve patient experience. Should you not wish to take part, you can opt out of the survey and any such future requests.

Complaints

If you are unhappy with any aspect of your care, you are entitled to make a complaint.

You have a right to voice any complaint, conflict, or difference of opinion, should they arise during your care process. You have a right to have such issues reviewed and, when possible, resolved.

Complaints will be dealt with fairly and promptly, and you will be informed of the outcome. We guarantee that all complaints will be treated in accordance with our Complaints Policy.

What we ask of you

- To participate in the care process by speaking up and asking staff questions to ensure correct understanding and anticipated participation.
- To participate as much as possible in decisions regarding your care as you are an important judge of your care.
- To provide us with accurate and complete information about any previous medical history, medications and other facts that may affect your healthcare. The more information we have, the better we will be able to assess and treat your condition.
- To have consideration for your fellow patients, their families and hospital staff.
- To let us know if you do not understand any aspect of the information we give you. We are always happy to explain your treatment more clearly to you.
- To ensure we have accurate and up-to-date insurance or other payment information.
- To keep your hospital appointment or give reasonable notice if you need to cancel and re-schedule an appointment.
- To comply with care agreed upon with your care provider.
- To follow the hospital's Health and Safety policies, including those on Smoking, Global Communicable Disease and Visiting.

For details on how to make a request for medical records under General Data Protection Regulation please visit our website.

Complaints process

We are committed to resolving conflicts or differences of opinion at the earliest opportunity.

If you are unhappy with any aspect of your care, please talk to a staff member.

If you are not satisfied with the response you receive, speak with the Department or Ward Manager.

If the issue is still not be dealt with to your satisfaction, a formal complaint can be made.

Please send your complaint **in writing** to:

Group Director of Quality and Patient Experience or Director of Nursing

Mater Private Network
Eccles St., Dublin 7,
D07 WKW8

What happens next?

You will receive a written acknowledgment of receipt of your complaint within one week. An investigation of the details will be carried out, and you will receive a response within one month of the acknowledgment date. Complex complaints may require more time, which will be discussed with you.

You will be provided with an explanation of the findings and of any actions, or procedure reviews, undertaken by the hospital.

If necessary you will be provided with the opportunity to meet the Director of Nursing and the Group Director of Quality to discuss the details of your complaint further.

The following organisations provide information and support to patients

Patient Advocacy Service

Level 3 Rear Unit, Marshalsea
Court Merchants Quay, Dublin 8

Telephone: 0818 293003

Sage Advocacy

24-26 Upper Ormond Quay,
Dublin D07 DAV9

Email: info@sageadvocacy.ie

Telephone: 01 536 7330

The Joint Commission

Office of Quality Monitoring
One Renaissance Boulevard
Oakbrook Terrace
Illinois 60181, U.S.A

Web: www.jointcommission.org

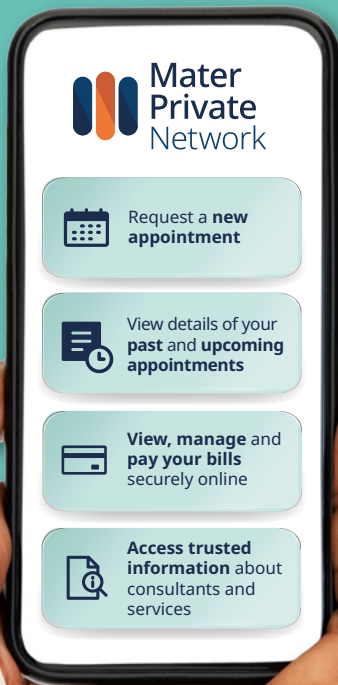
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Get instant, 24/7 access to your
key health information on the go.



Visit our website.
Scan the QR code.

Available for download



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