



# University Hospital Limerick

## Patient Booklet

## **Welcome to University Hospital Limerick**

We know that being admitted to hospital can be a difficult and worrying time for you and your loved ones. This booklet aims to give you information that will help you during your stay. We hope that your stay with us will be as comfortable as possible. If you have any concern or worry about your care or treatment please talk to a member of staff.

This booklet is intended to help you and your relatives while you are in hospital and also to prepare for your discharge. We will work with you and your family to ensure this happens as efficiently as possible.

Spidéal na hOllscoile, Luimneach  
University Hospital Limerick



## Useful Information

The Ward that you are in is:

\_\_\_\_\_

The Ward telephone number is:

\_\_\_\_\_

The Hospital telephone number is:

061 301111

The Hospital Discharge Suite telephone number is:

061 588322



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## General Information



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## General Information

### Hospital visiting times

Your family and friends are welcome to visit at the following times:  
2pm - 4pm and 6pm - 9pm

- No more than two people should visit a patient at one time. We appreciate your cooperation with any visiting restrictions which may be required.
- Please let your visitors know that we do not permit flowers on the wards.
- Any person with an infection, cold, diarrhoea or vomiting should not visit the hospital.
- If you have any difficulty or concern please speak to the Ward Nurse Manager.
- For infection control reasons, children under 14 years should not attend adult wards.

### WiFi

Hospital WiFi is available on a limited basis on **Eirguest**



# Hospital Food



## Hospital Food

We have protected meal times. This means that all non-urgent activity should stop to allow you to enjoy your meal without interruption.

**Meals are usually served at the following times:**

Breakfast: from 8:15am

Lunch: from 12:30pm

Supper: from 5.00pm

The catering staff will advise you of menu options and help you to choose your food. To assist the catering staff we would appreciate if you remove any personal items from your bed table top when meals are being served.

Following your admission, a Nurse or another member of staff will undertake a nutrition screen. This involves checking your height and your weight and asking you some questions about your weight history and your recent appetite. If you remain in hospital for more than a week this screen will be repeated. This screen will inform your team if you are meeting your nutritional needs. (see section on Dietitian below).

Let staff know if you think you have an **allergy**, if you have any other specific dietary requirements or if you need any assistance.



- Snacks and drinks available include yogurt, fruit, toast and biscuits
- You should not need to bring your own food into the hospital, please let staff know if you have any specific requests or needs and they will do their best to provide these for you
- If you have missed a meal, please ask a member of staff for a replacement meal or snack to be ordered for you
- The hospital shop trolley service may visit the wards

## **Refreshments & facilities for patients & visitors**

### **Vending machines:**

are available in Emergency Department, Main Reception and Out Patient Department corridor.

### **The Hospital Canteen:**

at Leben Building ground floor is open Breakfast 7:30am - 11:20am • Lunch 12pm - 2:30pm

### **The coffee shop at Out Patient Department**

is open 8am - 3pm

### **The coffee shop at Main Entrance**

is open 8am - 8pm

### **The coffee shop in Emergency Department**

is open 8am - 10pm



# Data Protection Notice

Your health and social care records contain important and sensitive information about you and are vital for your care.

## We are committed to

- keeping your information safe
- only using it in ways that benefit your care and
- respecting your data protection rights

## Your Personal Data

- We collect and hold your personal information to provide you with health and social care
- We collect information directly from you, a family member, a health professional or social worker etc
- We will only share your data with people on a need to know basis
- We will store your data securely and only for as long as its needed

## Your Rights

- A right to get access to your personal information
- A right to submit a request for us to correct information we hold on you
- A right to request that we restrict the processing of, delete, or object to the processing of your information in certain circumstances
- A right to lodge a complaint with the Data Protection Commission (DPC) as its needed

For more information please read our full Privacy Notice at [www.hse.ie/eng/gdpr](http://www.hse.ie/eng/gdpr)

## Professionals and Services in the Hospital who may Assist you



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## Professionals and Services in the Hospital who may Assist you

Now you are in hospital, you may require assistance, request support or be referred to one or more professionals or services depending on your care needs.

### Dietitian

If you are not meeting your nutritional needs, you may be referred to a dietitian for assessment. The dietitian will provide you with advice about nutrition, food-related issues and dietary treatment plans to support you with the management of your medical condition.

### Medical Social Worker

The Medical Social Work (MSW) Team is a professional service located in the Hospital and work alongside many of the medical teams to assist and support you and your family during any contact with the Hospital, from the initial admission through to discharge.

The MSW Team can provide support to individuals and families who are coping with personal and/or family issues, experiencing trauma, harm or other crises. They can also work with you to provide support during times of difficulty such as bereavement, lack of independence and long term care issues.

The Medical Social Work Team can be contacted Mon - Fri 9am - 5pm by calling the hospital reception or by speaking with your Nurse or Doctor.

## Occupational Therapist

The doctor may refer you to the Occupational Therapy Team if appropriate to help you to maintain or regain independence in activities of daily living. This may include support with personal care, cooking or toileting. They can advise you about special equipment to aid you at home such as rails, toilet surround frames or wheelchairs.

## Pastoral Care Team

The Pastoral Care Team is available to offer spiritual, pastoral and religious support to all patients and their relatives and carers, during their stay in hospital. The hospital chapel is on the ground floor just past main reception.

## Physiotherapist

The Doctor may refer you to Physiotherapy if you have a respiratory condition - to help you to clear the phlegm from your chest or if you require an assessment and exercise plan to help you to regain any functional activities in a safe way. This may involve attending the Rehab Gym to assist in getting you back to your previous activity level. It is important to follow the exercise programme and movement plan during your stay in hospital. These will be individually prescribed for you - based on and suitable for your condition.



## Speech and Language Therapist

The Doctor may refer you for Speech and Language Therapy if needed. The Speech and Language Therapists assess speech, language and swallowing difficulties and give advice on the management of these problems.

## Specialist Nurse

The Specialist Nurses are nurses who have additional skills and training in a particular area, e.g. diabetes, breast care, heart failure, respiration and palliative care. They can offer specialist advice and support for your condition.

## Patient Advocacy and Liaison Service (PALS)

The PALS service is here to provide support and information for you, your family or carers. If you have any concerns or queries about services in the hospital or your care, the PALS Managers may be able to assist. The service can be particularly useful if you feel frontline staff cannot help with your query or you would rather speak with someone who is not directly involved in your care.

This service is available Mon - Fri from 9am - 5pm.

Contact us by letting your nurse know or by calling 061 482448 or 061 485259.

PALS Volunteers may also be available to assist you with finding your way or giving us feedback. They can be identified by their name badge and they wear a red jacket.



## Important Information about your Medication



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## Important Information about your Medication

This medication safety information was prepared with the assistance of Pharmacy Staff UHL.

While you are in the hospital it is important that you are fully aware of the medicines you are being given and understand what they are for. If you notice any changes please ask a member of staff. You can ask your nurse, doctor or ward pharmacist.

### Side Effects of Medication

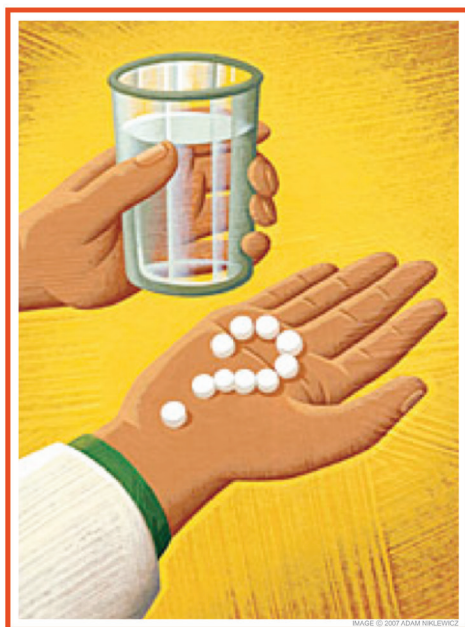
When starting a new medicine you may be worried about possible side effects or after starting a new medicine in hospital you may feel you are experiencing side effects. If you do, please ask to speak to the ward pharmacist or doctor so we can address any of these concerns before you leave hospital.

A list of possible side effects is included in the information leaflet supplied in the box with your medicines when you go home. It is important to remember that these are the possible side effects and not everyone will get them.

For any future hospital stays, please bring a list of all your medicines with you. There will be no need to bring your own medication if you have this list. This helps us to make sure all your medicines, and the dosage you are taking, are recorded accurately on admission.



## DO YOU NEED MEDICATION EDUCATION?



# ...JUST ASK

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### **Medication checklist before you leave the hospital**

- ☐ Ask about changes made to your medicines in hospital.
- ☐ Make sure you know which medicines have been stopped. Do not restart them at home unless advised to do so by your doctor.
- ☐ Make sure you know how much of each medicine you need to take and when to take it. If you are not sure, please ask for advice.
- ☐ Ask about commonly experienced or expected side effects of your medication. A list of possible side effects is included in the information leaflet supplied in the box with your medicines. It is important to remember that these are the possible side effects and not everyone will get them.
- ☐ Make sure you have the discharge letter for your GP.

This information was developed with support from UHL Pharmacy and approved by Drugs and Therapeutics Committee.

# Planning your Discharge from Hospital



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## Planning your Discharge from Hospital

We will assist you in planning your hospital discharge whether you are going home or to another care facility.

- Your discharge planning will start from the time of your admission. This is why we have identified the date that we think you will be discharged. Sometimes this may change, and when it does we will discuss the reasons for the change with you.
- Shortly after you are admitted a ward nurse will ask you about your home environment and the support you have at home. It is important that you tell the ward nurse as soon as possible about anything that might make your return home difficult.
- Please ask your nursing or medical team what your expected date of going home is.
- You will be under the care of one of our medical or surgical teams whilst you are in hospital. They will let you know how you are doing and when you will be well enough to leave hospital.
- If you tell us that you think you might need additional supports or we think you might need them, we will ask your permission to speak to other members of the medical and care team. This may include, for example, Medical Social Worker, Physiotherapist or Discharge Coordinator.

- If you, your relatives, or carers would like help with planning your discharge, please speak to your ward nurse or other member of the multi-disciplinary team.


## Going Home: Supports

When you are discharged home it is important that you will be safe and that you will be able to look after yourself. Some people require no extra help while others do need some support.

We will help you assess your individual needs and help you identify what you need help with.

If you had support, such as a home help, before your hospital admission and your needs have not changed, staff on your ward may be able to help you get this care restarted in time for your discharge.





If your needs have changed, to assist you with your discharge we can make referrals on your behalf to a range of services including:

- Public Health Nurse
- Community Occupational Therapy
- Community Physiotherapy
- Social Workers in Community
- Disabilities Case Managers
- Nursing Home Care
- Community Nursing Unit
- Home Help Services

## **Rehabilitation**

There are occasions when your medical condition has become stable but your recovery is not complete. If further rehabilitation is needed for your recovery, a referral may be made to the rehabilitation unit within your area.

## Community Intervention Team

If you are within the catchment area for a Community Intervention Team (CIT), a referral to this service may be appropriate on discharge. A CIT is a Specialist Nurse Team which provides care and treatment to a patient with a sudden episode of illness. They provide additional support or intervention for a defined short period of time in a community setting. The community intervention team service is available in Clare, Limerick and North Tipperary.

## Transferring to your local hospital

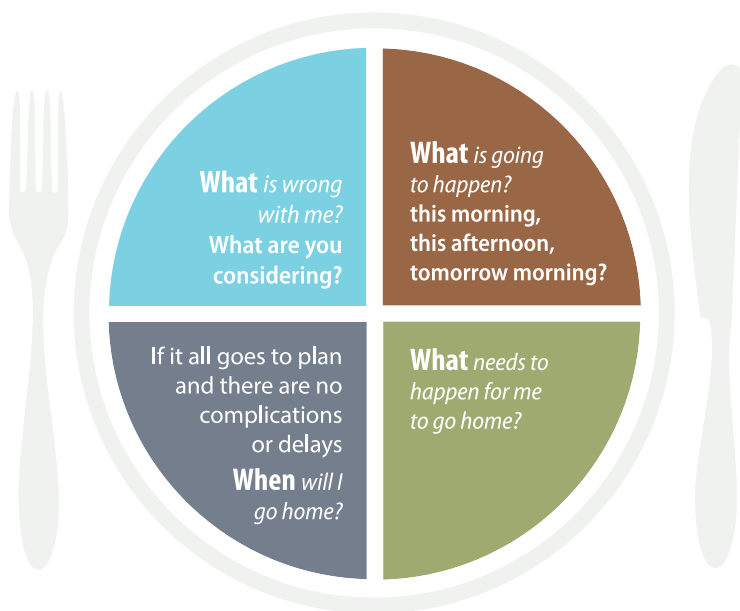
When the acute treatment of your illness has been completed in University Hospital Limerick you may be transferred back to your local hospital for further care if appropriate. Transport will be arranged for you by the hospital.

## Nursing Home Care

You may require a short or long term placement in a private nursing home immediately on discharge from hospital. Funding for this will be discussed with you and guidance and assistance will be provided in applying for this as appropriate for your needs and situation.



## Heading home from hospital



Patients who are informed about their care are more likely to go home from hospital on time

Make sure you ask your doctors and nurses these questions



## What to do 48 Hours before you are Discharged

## Please let your nurse or doctor know if you have any worries or concern

- If you live on your own, make arrangements to turn on the heating in your home (if necessary) and stock up on food and drinks.
- Finalise any transport arrangements with relatives, friends or carers.
- Check that you have your house keys or make alternative arrangements.
- If you are in receipt of a care package, alert your care agency 48 hours before your planned discharge to ensure adequate cover when you get home.
- Remove all belongings from your hospital bedside table/cabinet and ensure that no valuables are left in the safe.
- Make sure you have your prescription and any medications belonging to you. Please ask your Doctor or Nurse to explain your medication to you especially if there has been a change while you have been in hospital.
- Have suitable clothing for your discharge – this means weather-appropriate and comfortable clothing.
- Ensure you have all the equipment and/or dressings you need.
- Ask your ward team for any written information leaflets that may help you to manage your recovery at home, and for contact details of any relevant services.
- Ask for a medical certificate if you need this for your employer.



## Information for the Day of your Discharge



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## Information for the Day of your Discharge

The medical team or ward nurses will confirm that you are being discharged from hospital. You may be discharged home from the ward or you may be transferred to the Hospital Discharge Suite before 10am on the day of discharge. We will ask you to vacate your bed by 11am on the day you go home.

### What is the Hospital Discharge Suite?

This is a safe and comfortable area where you may be transferred while your final discharge arrangements are completed before you leave the hospital.


#### This may include:

- Any final medication or treatment that you need before you leave the hospital will be completed
- All your discharge documentation such as prescriptions and discharge letters will be prepared for you
- Any transport arrangements will be followed up to help you get home if not already arranged

Please bear with us as these arrangements may take a little time to complete for you.

**This department is run by Nursing Staff and is open from 8am - 6pm Monday to Friday.**

Let us know if you need any assistance to go home.



Every patient who is transferred to the Hospital Discharge Suite is helping another patient. This means that the bed can be prepared for another patient who requires admission. This reduces waiting time for them and improves the service that we provide to all patients.

All staff will be happy to assist you in any way, please let them know if there is anything you need or if you have any concerns before you leave the hospital.

### **Facilities available in the Hospital Discharge Suite**

- There is a dedicated catering service provided for lunch, supper, snacks and hot drinks as you need them
- Drinking water is also available for you
- Toilet facilities are available in this area
- Daily newspapers are provided
- TV is available for your interest





## Collection for your transport out of the hospital

The Hospital Discharge Suite is conveniently located near the hospital Main Entrance or Out Patients entrance. This allows your relatives to collect you without having to pay and park in the hospital car park. They may stop at the Main Reception or Out Patient Department Door and collect you from there. Nursing staff in the Discharge Suite will let you know regarding the time that you will be ready to be collected.

If your family need directions please ask them to contact the Hospital Discharge Suite staff. They can do this at the number below. They will be able to get directions and to agree the time when you will be ready to leave so there is no delay for them.

If you are going from the hospital by ambulance this will be arranged by the hospital staff and they may arrange for you to be collected from the Hospital Discharge Suite.

The direct telephone number for the Hospital Discharge Suite is: 061-588322



## Follow Up Arrangements

Your GP will get a Discharge Letter to inform them what has been happening while you were here in the hospital.

If you need assistance or support when you go home please contact your GP or Health Centre.

**Please ask your nurse what your follow up arrangements are. These may include:**

- Attend Out Patient Department
- Referred to another Service
- Go back to your GP
- Public Health Nurse

**Please ask for any written information which may include:**

- Your prescription
- Written information

If you have questions or concerns about your care after your stay in hospital, you may contact your ward team for advice

## LET US KNOW WHAT YOU THINK

If you would like to give feedback on  
your care experience, please:

### Speak

To a member of staff

### Fill out

The feedback leaflet:  
Your service your say

### Email

[yoursay.ulhospitals@hse.ie](mailto:yoursay.ulhospitals@hse.ie)

### Call

1890 424 555 from 9am-5pm, Mon-Fri

