

Roscommon Injuries Unit (Urgent Care Centre)

Opening Hours—8:00 a.m. to 8:00 p.m. daily 7 Days a Week

Phone: (090) 663 2212 or (090) 663 2211



The Injuries Unit treats the following minor injuries in adults and children of 5 years and over:

- ✓ Suspected broken bones to legs (from knees to toes)
- ✓ Suspected broken bones to arms (from collar bone to finger tips)
- ✓ All sprains and strains
- ✓ Facial injuries (including nasal and oral injuries)
- ✓ Minor burns and scalds
- ✓ Wounds, bites, cuts, grazes and scalp lacerations
- ✓ Splinters and fish hooks
- ✓ Small abscesses and boils
- ✓ Foreign bodies in eyes/ears/nose
- ✓ Minor chest injuries
- ✓ Minor head injuries (fully conscious patients, who did not experience loss of consciousness or vomit after the head injury)
- ✓ Road Traffic Accidents—delayed presentations only
- ✓ Change of Indwelling Urinary Catheter (adults only)
- ✓ Peg tubes re-insertion (adults only)
- ✓ Dislocated shoulders (adults only)

Roscommon University Hospital

Athlone Rd, Roscommon, F42 AX61

Tel 090 663 26200

Patient Information Booklet



Visiting Times

2.00 p.m.— 4.00 p.m.

6.30 p.m. — 8.30 p.m.



Useful Contact Numbers

Main Hospital Number	(090) 662 6200
Admissions Office	(090) 663 2201
General Manager's Office	(090) 663 2218
Complaints/Comments/Quality & Safety	(090) 663 2192
St. Coman's Ward	(090) 663 2223
St. Teresa's Ward	(090) 663 2230
St. Bridget's Ward	(090) 663 2214 / 2215
Day Surgical Ward	(090) 663 2339
Urgent Care Centre (Injury Unit / Medical Assessment Unit / Medical Day Services)	(090) 663 2212 / 2120
Endoscopy Unit	(090) 663 2045 / 2046
Ambulatory Care & Diagnostics Department (ACAD)	(090) 663 2381
Outpatients Department	(090) 663 2300
Patient Accounts	(090) 663 2269/2272
Patient Services	(090) 663 2243
Radiology/X-Ray	(090) 663 2213 / 2261
Laboratory	(090) 663 2258/2176
Cardiac Investigations	(090) 663 2281

Please attempt to phone the direct number of the Department you require and avoid using the main hospital number where possible.

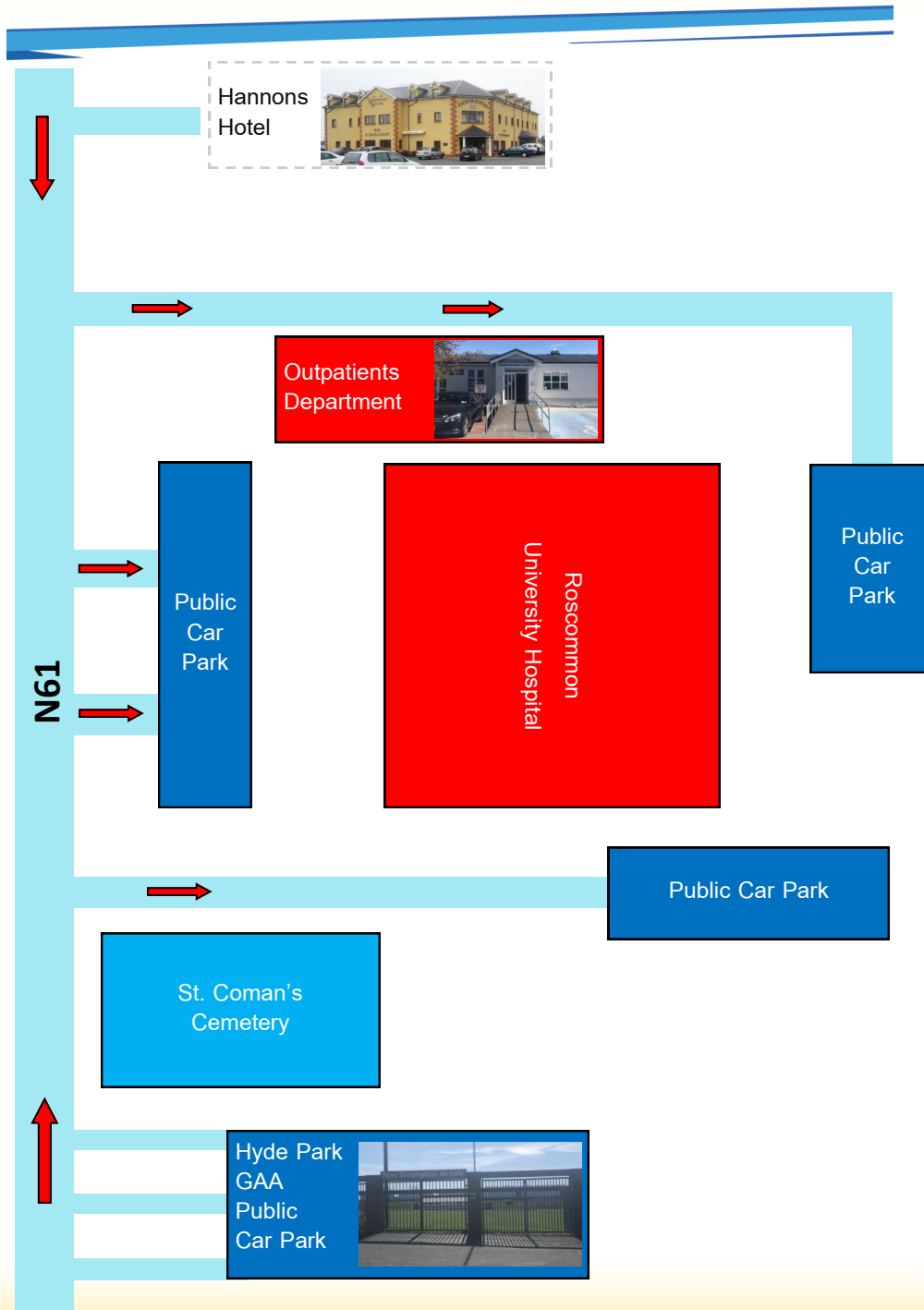
Location



Acknowledgement

Roscommon University Hospital acknowledges all those who supported the development of this Patient Information Booklet, with special mention to the Roscommon University Hospital Patient Experience Committee, members of Roscommon University Hospital Patient Council & all staff & patients whose feedback has been invaluable for the development of this booklet.

Location



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Background

Roscommon University Hospital is a Model 2 Hospital within the Saolta University Health Care Group of hospitals. Other hospitals in the Saolta Group are:-

- * University Hospitals, Galway
- * Portiuncula University Hospital, Ballinasloe
- * Sligo University Hospital
- * Mayo University Hospital
- * Letterkenny University Hospital

The academic partner for the Saolta Group is the National University of Ireland, Galway.

Roscommon University Hospital serves a population of approximately 65,000 in County Roscommon and further populations in adjoining counties.

Saolta Mission Statement

Patients are at the heart of everything we do.

Our mission is to provide high quality and equitable services for all by delivering care based on excellence in clinical practice, teaching and research, grounded in kindness, compassion and respect, whilst developing our staff and becoming a model employer.

Patient Services

Freedom of Information Act

Roscommon University Hospital is subject to the Freedom of Information Acts 1998 & 2014. The act gives you rights as a member of the public to obtain access to official information to the greatest extent possible consistent with public interest and the right to privacy.

The Act gives you three statutory legal rights which are to:

- * Access your information which is held by Roscommon University Hospital.
- * Have official information relating to you amended where it is incomplete, incorrect or misleading.
- * Obtain reasons for decisions which affect you.

If you are seeking access to the medical records of a deceased member of your family you must apply under the Freedom of Information Act.

All requests under the Freedom of Information Act are to be made to the General Manager's Office, Roscommon University Hospital.

We hope that you will be comfortable during your stay with us and satisfied with the service we give. We are always pleased to receive feedback from you – please speak to the staff looking after you if you have any concerns or wish to bring something to their attention.

Complaints/concerns are taken seriously and are fully investigated. Please do not hesitate to let staff know of your concerns/worries immediately and we will do our best to resolve as quickly as possible.

‘Your Service Your Say’

You may wish to feed back to us in writing and this can be done on a ‘Your Service Your Say’ form, available in all areas of the Hospital. We are always pleased to receive feedback. You do not have to give your name if you do not wish to.



Data Protection

Roscommon University Hospital is committed to protecting your right to privacy and confidentiality. We do this by protecting your personal information in accordance with the General Data Protection Regulations 2018. This means your information will only be accessed by staff who need it for your care and treatment.

Accessing your Healthcare Records

You may wish to access your healthcare records held at Roscommon University Hospital. Please contact the General Manager's Office.

Welcome to Roscommon University Hospital.

We are committed to providing you with the best care we possibly can and to treating you with the respect, dignity and sensitivity throughout your stay. If you are feeling worried or anxious about your stay, we, the staff are here to help you in whatever way we can, so please, feel free to ask us any questions you may have.

This booklet will provide you with useful information to help you prepare for your admission. It contains details about the services and facilities which are available and important information about the hospital.

Services Available

Services Provided in Roscommon University Hospital include:

- * **Surgery**— including General Surgery, Plastic Surgery, Maxillofacial Surgery, Vascular Surgery, Dental Surgery, Ophthalmic Surgery, Urology Services.
- * Selected acute **medicine**, including inpatient care.
- * **In patient care** is provided on St. Coman's Ward & St. Teresa's Ward, 7 days a week and on St. Bridget's Ward Monday—Friday.
- * **Out Patient Department** Services, which include a variety of specialities.
- * **Diagnostic services** including Endoscopy, Laboratory medicine, Cardiac Investigations and Radiology/X-Ray.
- * **Advanced Nurse Practitioners** provide services in Emergency (Minor Injuries), Plastic Surgery, Diabetes and Gastroenterology (Endoscopy), Older Person and Acute Medicine.
- * **Health & Social Care Professionals** provide services in Physiotherapy, Occupational Therapy, Speech and Language Therapy, Dietitian, Podiatry, Pharmacy and Cardiac Investigations.
- * Services provided by **Clinical Nurse Specialists**—Respiratory, Pre-Operative Assessment, Palliative Care, Care of the Older Person, Stroke, Cardiac Rehabilitation, Haemovigilance, Infection Prevention & Control.

Planning your Discharge

- ☐ Have you asked when you can return to work and normal activities?
- ☐ Have you got your prescription? Medication is not supplied by the hospital.
- ☐ Do you understand what your medication is for and how to take it? If not please speak to your doctor or nurse.

Please ensure that you take all of your belongings home with you. All non-valuable items left behind will be retained by the ward for a maximum of one month, after which time they will be disposed of.



Useful Contact Numbers Following Discharge

Roscommon Liaison Public Health Nurse Office	090 66 37594
Community Intervention Team (Castlerea area)	094 96 24206
West doc	1850 36 50 50
MIDOC	1850 30 27 02
NoWDOC	1850 40 09 11

In an emergency always **CALL 999 or 112**
or proceed to your nearest Emergency Department.

Planning your Discharge

You may be surprised, but your discharge planning begins when you are admitted to hospital. Your nurse will ask you questions about your home and any supports you may have, an estimated date for your discharge may be discussed with you and once you are medically fit to be discharged this will be confirmed.

When you are advised you are going home you should make arrangements to be collected from the hospital before 11.00 a.m. This is to ensure that beds are available early each day for patients who require admission.

Thank you for your co-operation.

The following checklist may be helpful:

- ☐ Have you transport to your home?
- ☐ If you have a wound, have you been informed what care is needed?
- ☐ If you have a walking aid, do you have it with you?
- ☐ Have you got your medical card/drug payment scheme (DPS) card?
- ☐ Have you someone who can get the medication for you?
- ☐ Do you know what the medication is for and how often and for how long you should take it?
- ☐ Do you have house keys and clothes?
- ☐ Do you have someone who can get groceries for you and turn on the heat?
- ☐ If you are already receiving care at home, does your carer know you are being discharged?
- ☐ If there are any problems when you are discharged, who will you contact?
- ☐ Have you been given a letter for your GP or Public Health Nurse?

Services Available

Urgent Care Centre

- * Medical Assessment Unit—Open 5 days a week, Monday to Friday, 9.00 a.m.—5.00 p.m. Patients must be referred by a GP and be accepted by the Medical Consultant on call before coming to the Medical Assessment Unit.
- * Roscommon Injuries Unit—Open 7 days a week, Monday—Sunday, 8.00 a.m.—8.00 p.m. Patients self refer or bring a GP letter. For a list of injuries treated in Roscommon Injuries Unit please see the back cover of this booklet, also www.hse.ie.
- * Medical Day Services—Open 5 days a week, Monday—Friday 9am—5pm, also situated in the Urgent Care Centre. This planned medical service provides services for patients with various conditions, such as Haemochromatosis.

Ambulatory Care and Diagnostics Department (ACAD)

Day procedures for vascular surgery and plastic surgery.

Surgical Day Ward (Located in St. Bridget's Ward)

Open Monday to Friday, providing care before and after surgery in our Operating Theatres.

Your Admission to Hospital

If you have a planned admission you will receive a letter, which will let you know the date and time you should come to the hospital. We will try to give you as much notice as possible. It is important that you follow any advice that you have been given, which may refer to fasting or medication.

Your letter of admission will advise you where you need to present to in the hospital and the time that you should attend.

If you are unable to attend on this date because of illness or personal reasons it is important that you contact the hospital as soon as possible to reschedule so that your appointment can be offered to someone else.

To reschedule your appointment, please contact the telephone number on your admission letter.

Please note that the hospital does not provide a laundry service.

Hospital Charges/Statutory Government Inpatient

Other Hospital Charges

1. If you are a private patient, you are liable for all hospital charges i.e. room charges, consultant, radiology, pathology and anaesthetic fees.
2. You should contact your private health insurance company in advance of your admission to ensure that you are covered for your treatment in this hospital.
3. If you are admitted or treated as a result of a road traffic accident and are pursuing a legal claim for compensation, you will be liable for additional in-patient and out-patient charges.
4. If you are a visitor from a country outside the European Union, you will be charged separately for any treatment provided.

Single Rooms

Single rooms are allocated in the first instance on a clinical need, priority basis. During your stay you may be asked to vacate a room in order to facilitate a clinical need. Thank you in anticipation for your co-operation should the need arise. Roscommon University Hospital has a limited number of single rooms. If you are a private patient in a single room, you may be asked to move if the room is urgently needed for a patient who is very sick or who requires isolation.

Hospital Charges/Statutory Government Inpatient

Patient charges

If you are admitted as a public inpatient and do not have a medical card, you are charged a statutory government inpatient fee each day (currently €80.00 per day) for the first ten days of your stay within a twelve-month period. There is no further charge if you stay more than ten days within that twelve month period.

Roscommon Injuries Unit

You are charged a statutory government fee (currently €100.00) each time you attend the Injuries Unit, unless you have a medical card or GP referral letter.

Exemptions from Charges:

- * Medical Card Holders ("GP Only" card holders are not exempt from Hospital Charges).
- * Amendment Act Card holders (HAA Card).
- * Temporary visitors to Ireland from another EU country who have an European Health Insurance Card (EHIC).

If you need clarification around hospital charges, please contact patient accounts department on 090 663 2269/2272.

What to Bring

- * Admission letter.
- * Your Eircode.
- * Medical card and / or health insurance details.
- * Toiletries including toothbrush, soap, razor etc.
- * Towel and face cloth.
- * Pyjamas or nightdress, dressing gown and underwear and non slip footwear (please do not bring backless slippers).
- * If you wish you may bring in day clothes. Studies suggest that dressing in your day clothes instead of night clothes helps in your recovery.
- * Bring an up to date list of ALL your medication/tablets. If this is not possible, bring in all of the medication you are currently taking in the original packaging. (This should include tablets, eye drops, patches, inhalers, creams, injections and any 'over the counter' medications).
- * If you have a walking aid you should bring this to hospital and ensure that your name is on it.
- * Details of any allergies you may have to certain medications (including how they affected you).
- * A contact number for two people we can contact in the case of an emergency.
- * Patients must retain and be responsible for dentures, glasses, hearing aids and contact lenses and their storage containers during their hospital stay.
- * You should not bring personal property including valuables, jewellery and important documents with you on admission.
- * Please do not bring large amounts of cash.

Medical Care

During your hospital stay, you will be admitted under the care of a senior doctor called a consultant. You will be told who that consultant will be. Each consultant has a medical team who will be involved in your care. The consultant and the medical team will carry out regular ward rounds and you will be able to ask questions. In addition, you and your family can arrange to speak with a member of your medical team. Your discharge date will be discussed with you by your consultant, medical team, nursing team and discharge co-ordinator.

Nursing Care

On admission to the ward, the nurses looking after you will ask you about your health and medical history and will plan your nursing care based on various assessments. The nurse may be assisted in delivering your care by nursing students and healthcare assistants.

Other Health Professionals

Patients may be referred to other health professionals if your doctors and nurses feel that it will be of benefit to you e.g. Physiotherapist, Speech and Language Therapist, Occupational Therapist or Dietitian.

Students

As Roscommon University Hospital is a teaching hospital, student doctors, nurses and other student health professionals may form part of the team taking care of you and may wish to talk to or examine you.

Mutual Respect

The staff at the hospital will:

- * Treat you with respect and dignity.
- * Respect your privacy and confidentiality.
- * Keep you informed and involved in your care plan.
- * Respect your right to make decisions about your care and treatment.

Patients and Visitors should:

- * Respect the hospital visiting times (2.00 p.m.— 4.00 p.m. and 6.30 p.m.— 8.30 p.m.)
- * Respect the rights, property and privacy of other patients, staff and visitors.
- * Use hospital resources in a responsible manner.
- * Treat staff with dignity and respect.

Leaving the Ward

- * We would encourage patients not to leave the ward. If however you have to leave for any reason, you must notify the nurse in charge.
- * Patients are not permitted to leave the hospital grounds in the interest of their own health and safety.

There is a zero tolerance approach to verbal or physical aggression towards staff, patients and visitors.

Patient Safety

We aim to provide a safe environment for all patients, visitors and staff within Roscommon University Hospital.

Health & Safety

The hospital is committed to ensuring the safety of patients, visitors and staff. You must follow any instructions which are given to you by staff in the interest of your health and safety. Any person who breaches health and safety regulations may be asked to leave the hospital.

Fire Safety

The hospital has a fire alarm system and smoke detectors throughout the building. You need to check where the fire exits are on your ward. In the event of a fire, follow the instructions which will be given to you by the nurse in charge who will evacuate the ward if necessary and direct you to a safe place via the nearest emergency exit. If you discover or suspect a fire you should raise the alarm and inform a member of staff immediately.

Children First

The hospital is committed to the principles of the Children First Act 2015. Children and Minors under 16 should not be unaccompanied whilst in the hospital. Our Safeguarding Statement is displayed at the main door.

Your Care in Hospital

Disability Access

We have made every effort to ensure that the Hospital is easily accessible for anyone who has a disability. If you have a disability and require any help or support please let the nurse in charge know and he or she will do everything they can to assist you. If however you have any concerns regarding the facilities or support provided please contact the nurse in charge.

Interpretation Services


We can arrange an interpretation service to ensure effective communication with patients of non English speaking backgrounds and/or with hearing problems. Please let staff know prior to your admission if you need an interpreter.

Patient Beds

Patient bed transfers, although unfortunate, are sometimes unavoidable, we appreciate that this may be disruptive to you and if you are asked to move rooms / wards we appreciate your cooperation.

Staff Identity

Staff at Roscommon University Hospital wear an identity card with their photograph on it.

#hello my name is...


Staff will introduce themselves to you, your healthcare team may consist of many members of staff, such as doctors and nurses physiotherapist, occupational therapist, dietitian or porter. Feel free to ask any staff member to explain their role.

Patients with Hearing difficulties

If you have any difficulty with your hearing please let your nurse and / or doctor know.

Hospital Activity

Each ward has a daily routine that has been planned to allow the nursing and medical staff to care for you and the other patients. Please ensure your visitors adhere to visiting times to allow you and your fellow patients time for rest, care and treatment.

Nurse Call System

When you require the help of a nurse you can make contact by pressing the call bell beside your bed.

Patient Enquires

We would be grateful if you could designate one member of your family or a friend to make enquiries about you. They can then share this information with the wider family circle.

Identity Bracelet

For your personal safety, you will be asked to wear an identity bracelet during your stay. Please check that the details on your bracelet are correct.

Tobacco Free Policy

This is a Tobacco Free Campus. Use of tobacco products, smoking and electronic cigarettes are not permitted anywhere on the hospital grounds or buildings. We ask patients and visitors not to bring tobacco products to the hospital in order to respect patients who are trying to stop smoking or suffering from the effects of tobacco use. If you smoke we advise that you use your hospital visit as an opportunity to stop smoking in order to improve your treatment and recovery response.

Infection Control

Within the hospital the prevention and control of infection is vital.

- * Ensure you and your visitors perform hand hygiene when entering the hospital, at the bedside, after going to the toilet, before eating and when leaving the hospital.
- * Avoid touching your wounds, drips, drains or catheters.
- * Relatives should not sit on your bed or use any patient toilet and washing facilities.
- * Any staff member wishing to examine you should clean their hands. Feel free to ask the staff member to do so.
- * If you visit an isolation room, you are required to wear appropriate personal protective equipment (usually a plastic apron and gloves). You must remove the apron and gloves and clean your hands **before** you leave the room. Isolation rooms are clearly marked with signage.
- * Any friend or relative who is unwell should not visit until they are better.
- * If you are unhappy with any hygiene/cleaning practices you see in hospital, please discuss this with staff at the time so that we can deal with it immediately.
- * We do not allow flowers in patient areas as they pose an infection risk.



Visiting Times

We know that you look forward to visiting times, it is important that your visitors respect the visiting times as proper rest and a peaceful environment are an essential part of treatment for all our patients.

Afternoon: 2.00 p.m. — 4.00 p.m.

Evening: 6.30 p.m. — 8.30 p.m.

Exceptions may apply in certain circumstances

Guidelines for Visitors

- * Only two visitors are allowed at a bed at any time.
- * Children or babies should only visit the hospital when absolutely necessary.
- * We ask patients and visitors not to bring tobacco products to the hospital in order to respect those who are trying to stop smoking or suffering from the effects of tobacco use.
- * Hand gels must be used when entering the hospital, before going into the ward, between patients if you are visiting more than one person and on leaving the ward.
- * Visitors are not permitted to bring alcohol to the hospital.
- * No one should visit the hospital if they are feeling unwell, have the flu or vomiting or diarrhoea.
- * Visiting may be restricted in certain circumstances e.g. if there is an outbreak of the Winter Vomiting Bug at the hospital.

Nutrition and Hydration

Meals and Mealtimes

Good nutrition is an important part of your treatment and recovery, and as far as is possible during your stay at Roscommon University Hospital your mealtimes are protected from interruptions. In keeping with Food Hygiene Regulations, we request the patients should only receive food from the hospital Catering Department.

Protected Meal Times

Good nutrition in hospital is a vital part of recovery and healing for all patients. Protected Meal Times are periods of time when patients are allowed to eat their meals without interruption.

- * Breakfast: 8.00 a.m.— 8.45 a.m.
- * Dinner: 12.30 p.m.—1.00 p.m.
- * Tea-time: 4.30 p.m.— 5.00 p.m.

If your relative or friend normally visits to assist you to eat at meal times, we are happy for this to continue through agreement with the nurse in charge.

Snacks

In-between meal snacks are available at 11.30 a.m. and 7.00 p.m. If a patient wishes to receive any snacks outside of these times, please notify your nurse or healthcare assistant.

Special Dietary Requirements

If you are on a special diet, please inform your admitting nurse or doctor. If you have any medically diagnosed food allergy or intolerance, please inform staff upon arrival.

Hospital Facilities

Mobile Phones

Mobile phones are generally permitted throughout the hospital, however, we ask that you be courteous when using your phone so that you do not disturb other patients, staff or visitors. Taking unauthorised photographs or video footage within the hospital is strictly prohibited.

We are in the process of providing Wi-Fi for patients and visitors, but at the moment this service is not available.

Hospital Shop

The shop is located on the ground floor of the hospital. The shop provides tea/coffee, snacks and sandwiches as well as newspapers, magazines and toiletries. **Open 9:30 a.m. to 3:30 p.m. Monday to Friday.**

There is also a trolley service for patients on the wards, mid-morning from Monday to Friday. **The shop is closed weekends and bank holidays.**

Restaurant

The hospital restaurant is open to staff, patients and visitors. There are a range of choices including carvery, healthy options, salad bar, sandwiches, as well as a choice of hot and cold beverages. Ethnic, cultural and vegetarian requirements are catered for. The restaurant is located on the ground floor. **Opening hours are 8:00 a.m. to 4:30 p.m.**

Vending Machines

There are vending machines located at the entrance of the Urgent Care Centre.

Hospital Facilities

Wheelchair Access

Wheelchair access is available at the main entrance and at the Urgent Care Centre. If you require a wheelchair, please go to main reception, which is located directly inside the main entrance to the hospital. All lifts in the hospital are wheelchair accessible.

Security

There is a comprehensive CCTV system. For the safety of patients and staff, all wards and departments are secured using an access control system.

Parking

Parking is available for patients and visitors at the front and rear of the main hospital. Disabled parking facilities are located close to the main entrances of the main hospital, the Outpatients Department and the Urgent Care Centre. Spaces for older persons and/or those with mobility issues are also available in designated green spaces. ***Car parking is free on the hospital grounds.***

Additional public parking is available at Hyde Park GAA Centre in Roscommon, which is a short walk from the main hospital. This parking is also free. Set-down spaces are available at the Main door and Urgent Care Centre door.

Chaplaincy Service

A Chaplaincy Service is available to all patients. Please inform a member of staff which denomination you require. A member of the Chaplaincy Service visits the wards and departments daily.

Taxi Services

Local taxi services operate throughout Roscommon and telephone numbers may be obtained from the main reception.