

LETTERKENNY UNIVERSITY HOSPITAL



PATIENT INFORMATION BOOKLET





Useful Contact Numbers

Main Hospital Number	074 9125888
Access to your Records	074 9104612 / 074 9123647
Consumer Services	074 9123503
Day Services	074 9123539
Euro Car Parks	074 9188813 / Out of hours 087 4158555
Laboratory	074 9123557
Out-Patient Appointments	074 9123555
Patient Accounts	074 9123508
Radiology	074 9123571

Please try to ring the direct number of the Department you require and avoid using the main hospital number, where possible.

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About Our Services

Letterkenny University Hospital (LUH) is situated on the Kilmacrennan Road close to Letterkenny town centre. The hospital is a member of the Saolta University Health Care Group and provides a range of health services to the people of County Donegal, serving a population of over 166,000 people. It is a 378-bedded acute general and maternity hospital, which is part of the Health Service Executive (HSE). The hospital is divided into four Directorates which are: Medicine; Perioperative (incorporating Surgery, Anaesthesia and Critical Care); Women's and Children's and Diagnostics (incorporating Radiology and Laboratory Medicine). A broad range of acute services are provided under these four Directorates on an in-patient, day case and out-patient basis including:

- **Intensive Care**
- **Emergency Department**
- **Acute Medical Assessment Unit**
- **Coronary Care**
- **General Medicine (Including respiratory/cardiology)**
- **Older People's Services (Including a rehabilitation unit)**
- **General Surgery (including breast surgery and colorectal)**
- **Urology**
- **Obstetrics and Gynaecology**
- **Paediatrics (Including neo-natal services)**
- **Palliative Care**
- **Orthopaedics**
- **Renal Services (Including renal dialysis)**
- **Oncology**
- **Haematology**
- **High Dependency Unit**
- **Laboratory Medicine (including Histopathology)**
- **Anaesthesia**
- **Diagnostic**
- **Interventional Radiology**
- **Acute Stroke Unit**

The hospital also provides a wide range of support services, including: pharmacy; physiotherapy; speech and language therapy and occupational therapy. The Department of Psychiatry is also based on the Hospital Campus. Letterkenny University Hospital is a teaching hospital with links to the University of Galway, the Royal College of Surgeons and the Atlantic Technology University and is actively engaged with HIQA (Health Information and Quality Authority) to ensure we continually strive to provide a high quality service.

Coming into Hospital

Welcome to Letterkenny University Hospital. You may be feeling a bit anxious about your stay, but we, the staff, are here to help you. We are committed to providing you with the best care we possibly can and to treating you with respect, dignity and sensitivity throughout your stay. 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.



At Letterkenny University Hospital we are committed to meeting the needs of all our patients. If you have any special requirements, such as the use of a wheelchair, please let us know on your arrival to the Admissions Office. We will do everything we can to meet your needs.

OUR VALUES

Always Caring
Always Compassionate
Always Learning
Always Trustworthy

Your Admission to Hospital

If you have a planned admission you will usually 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, especially in relation to fasting, medication or calling ahead to ensure a bed is available.



When you come to the hospital you should arrive on time and go to the Admissions Office which is directly beside the main reception on the ground floor.

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. When you have booked in at the Admissions Office, you will be given directions to the ward. When you arrive please go to the ward reception.

Enhanced Recovery Unit

If you are having planned surgery you may be asked to attend the Enhanced Recovery Unit at Letterkenny University Hospital. It provides you and your family or carer with information on planning and managing your surgery, recovery and aftercare. You may be asked to attend a pre-operative assessment visit one to two weeks before your planned admission, which will help you prepare for your surgery and your discharge home.

What to Bring

- Admission letter.
- Medical card/health insurance details.
- Toiletries/toothbrush, soap, razor, etc.
- Towel and face cloth.
- Pyjamas/nightdress/dressing gown and non-slip well-fitting footwear (please do not bring backless slippers).
- Underwear.
- Bring an up to date list of ALL your medication.
If this is not possible, bring in all of the medication you are currently taking in the original packaging (This should include eye drops, patches, inhalers, creams, injections and any 'over the counter' medications). Some of your own medicines may be used in hospital.
- Details of any allergies you may have to certain medications (including how they affected you).
- Details/name/telephone number etc. of your community pharmacist.
- A contact number for two people we can contact regarding your care (usually next-of-kin).
- Small amount of cash.
- If you have a walking aid you should bring this to hospital and ensure that your name is on it.
- Patients must keep and look after their own dentures, hearing aids and spectacles during their hospital stay.
- Please do not bring, or send home with relatives, all personal property including valuables, jewellery and important documents.
- If you have been admitted through the Emergency Department, you should call your family or a friend and ask them to bring in any clothing and toiletries you may need for your hospital stay.



Your Care in Hospital

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 also 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 if you need to. In addition, you and/or your family can arrange to speak with a member of your medical team. Ask the nurse/midwife in charge of your care, who will arrange this for you.



Nursing Care

On admission to the ward, the nurses/midwives looking after you will do a full nursing assessment, and plan your care based on this. Then he/she will inform you of your expected date of discharge from hospital and arrangements for your discharge will be included in your plan of care. This plan will be reviewed and updated daily. The nurse/midwife may be assisted in delivering your care by nursing students and healthcare assistants. The nurse/midwife will be happy to deal with any queries you may have with regard to your care while you are in hospital.

Other Health Professionals

We may refer to other health professionals if required, e.g. physiotherapist, speech and language therapist, occupational health therapist or dietitian.

Student Doctors

As Letterkenny University Hospital is a teaching hospital, student doctors and nurse/midwives may form part of the team taking care of you and may wish to talk to or examine you. If you would prefer not to see a student, please let the nurse/midwife in charge or your consultant know.

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/midwife in charge know, and he/she will do everything they can to assist you. If, however, you have any concerns regarding the facilities or support provided please contact the Disability Access Officer in the Consumer Services Department on 074 9123503.



Services

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

Single Rooms

If you have private health insurance and a private room becomes available, you will be required to avail of it. 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. Every effort will be made to avoid this, but if this situation occurs we would appreciate your co-operation.

Staff Identity

Staff at Letterkenny University Hospital must wear an identity card, with their photograph on it. As well as the doctors and nurses there may be other members of staff in your care team, for example, pharmacist, physiotherapist, occupational therapist, dietitian, radiographer or porter. Feel free to ask any staff member to explain what they do.

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.

Nurse Call System

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



Patient Enquiries

As staff are very busy, we would be grateful if you could ask 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. Smoking and vaping are not allowed anywhere on the hospital grounds. The campus boundary is outlined by a blue line. 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 quit smoking in order to improve your treatment and recovery response. A Smoking Information and Cessation Service is available for patients, please ask your doctor or nurse/midwife for treatment.

Nutrition

Good nutrition is an important part of your treatment. During your stay we will provide you with three meals and several snacks each day, unless you are fasting. Menus are designed to cater for a range of different needs. If you have any special dietary needs or food allergies, please mention this to catering staff and the nurse/midwife in charge of your care who will refer you to the dietitian if necessary.



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/midwife in charge. **Patients are not permitted to leave the hospital grounds in the interests of their own health and safety.**

Hospital Facilities

Restaurant

'The Junction' Restaurant in the Hospital provides a full self-service menu for staff and visitors. There are a range of choices including carvery, healthy options, full salad bar, sandwich bar, snack meals and hot and cold beverages. Ethnic, cultural and vegetarian requirements are catered for.



The restaurant is situated on Floor B. Opening hours are from 8.30am to 5.30pm, Monday to Sunday.

Vending Machines

There are vending machines located throughout the hospital.

Wheelchair Access

Wheelchairs are available at the main entrance and Emergency Department. A wheelchair accessible lift is also available.

Hospital Shop

The shop is located at the main foyer on the ground floor of the hospital. The shop provides tea/coffee, snacks and sandwiches, as well as newspapers, magazines, books and toiletries. There is also a trolley service for patients on the wards. Opening hours are displayed outside the shop.

Hospital Facilities

Postal Service

There is a postal delivery service Monday to Friday throughout the hospital. Internal and external post is delivered and sent via this service. There is a post box in the main foyer.

Mobile Phones

Please be courteous when using your phone so that you do not disturb other patients, staff or visitors. **No unauthorised photography, video footage or audio recordings to be taken.**

Security

There are security staff on duty in the hospital 24 hours a day. There is a comprehensive CCTV system. For the safety of patients and staff all wards and departments are secured using an access control system.



Hospital Facilities

LETTERKENNY
UNIVERSITY
HOSPITAL



Irish Cancer Society Daffodil Centre

The Irish Cancer Society's Daffodil Centre is staffed by cancer nurses and trained volunteers who provide confidential advice, support and information to anyone affected by cancer. The Daffodil Centre provides a wide range of local information here within Letterkenny University Hospital. The nurses also provide education sessions on chemotherapy, other cancer treatments and advice for patients when they finish their active cancer treatment.



Daffodil Centres are open to all, no referral or appointment is necessary: cancer patients (in-patients and out-patients), family members and the general public can come in and get information, including;

- Cancer prevention, early detection, tests and investigations
- Cancer types, treatments and related side-effects
- End of life care
- Emotional support available locally
- Practical entitlements and services available

It is open **9am – 5pm Monday to Friday** and located on **Floor B** opposite the Bloods room.

The contact details are: **074 91 04740**
or email: **daffodilcentreletterkenny@irishcancer.ie**

Hospital Facilities

Chaplaincy Service

Chaplains are available to all patients, family and staff for spiritual and pastoral care. Please inform a member of staff if you would like to speak with a chaplain and which denomination you require.



Taxi Services

Local taxi services operate throughout Letterkenny and direct telephone lines are accessible in the main foyer of the hospital.

Visitor Accommodation

While there is no dedicated visitor accommodation available at the hospital for relatives, a number of hotels and guesthouses are available in Letterkenny. Parents or guardians of patients in the Paediatric Department can avail of a folding bed if they need to stay overnight.

Car Parking

Parking is available for patients and visitors at the main hospital and at St. Conal's Hospital. Disabled parking facilities and older persons dedicated parking bays are located close to the main entrances of both hospitals. The car parks are pay and display and pay points are available at convenient locations. A dedicated patient/public car park is located close to the main hospital entrance.

Hospital Facilities

Barrier Car Park

This car park is barrier controlled and members of the public pay for parking when exiting. Weekly car parking passes are available. Some patients who are receiving continuous treatment e.g in the Haematology/Oncology Day Unit may be entitled to free parking. Patients who qualify will be told about this by the staff who are treating them. Concessions are also available for relatives/carers who are sitting with very ill patients, such as those in the Intensive Care Unit (ICU). For parking related issues contact the Euro Carparks Office located in the short stay car park, close to the hospital entrance.

Tel: 074 9188813 or out of hours 087 4158555



Visiting

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.

Visiting Times

Daily 2.30 p.m. to 4 p.m.
Evening 6.30 p.m. to 8 p.m.

Exceptions may
apply under
certain
circumstances

For paediatric, maternity and ICU visiting times, please check with the ward

What Patients say....

"I have just had surgery, I need my rest"

"I need peace, not stress"

"I find it hard to cope with too many visitors"

Guidelines for Visitors

- Only two visitors are allowed at a bed at any time.
- Children 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.
- Visitors are not allowed to bring alcohol to the hospital.
- No one should visit the hospital if they are suffering from any infectious illnesses such as the flu or Winter Vomiting Bug (Norovirus).
- **Visiting may be restricted in certain circumstances e.g. if there is an outbreak of Covid, Influenza or Winter Vomiting Bug.**

Patient Safety

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

Health and 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.

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

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 staff 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.

Mutual Respect

The staff at the hospital will –

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

Patients and Visitors should -

- Respect the rights, property and privacy of other patients, staff and visitors.
- Treat staff with dignity and respect.

Patient Safety

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.
- If you are unable to reach the alcohol hand gel dispenser, please ask staff for assistance.
- 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 first with a hand gel. Do not be afraid to ask them to do so.



Sometimes staff will wear gloves and aprons during your care but this is not usually necessary for visitors.

Any friend or relative who is unwell should postpone their visit until they are better.

If you are unhappy with any hygiene practices you see in hospital, please discuss this with staff at the time so that we can deal with it immediately.

From time to time given high levels of infection in the community such as Covid/influenza the hospital may advise that masks be worn by staff, patients and visitors.

Going Home

When you are advised you are going home you should make arrangements to be collected from the hospital before 11am. This may be earlier for some patients such as those in the Enhanced Recovery Programme. This is to ensure beds are available early each day for patients that require admission. This will reduce waiting times in the Emergency Department and Medical Assessment Unit. Thank you for your co-operation.

The following checklist may be helpful –

- Have you transport to your home?
- If you have a wound, what care is needed? Have you stitches or clips that need to be removed?
- If you have a walking aid, do you have it with you?
- Have you got your prescription?
- Have you got your medical card/drug payment scheme (DPS) number?
- Do you feel you have been given enough information regarding your discharge medication?
- Do you know if there are any changes to your medicines and what they are? (You may be able to speak to a pharmacist about your medicines while you are in hospital)
- Medication is not routinely supplied by the hospital. 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?
- Can you bathe and shower when you go home?
- Do you have house keys and clothes?
- Do you need groceries?
- Has the heating been turned on?
- 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 got all your belongings?
- Do you need to get a letter for your doctor or public health nurse?
- Ask when you can return to work and normal activities?
- Do you need a medical certificate for your employer?

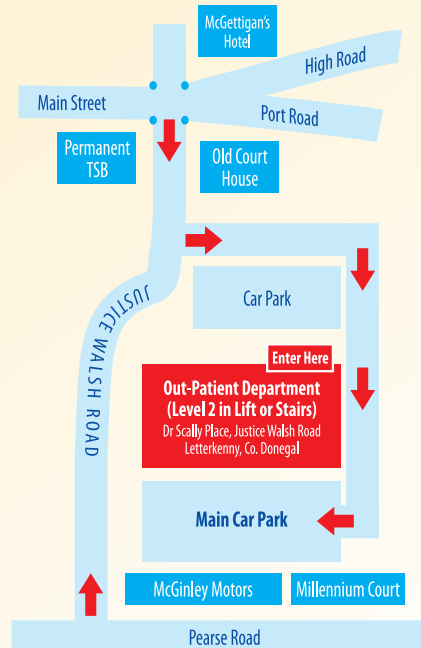
Out-Patient Department

After you have been discharged from the hospital you may be required to attend the Out-Patient Department for follow up care. The main Out-Patient Department of Letterkenny University Hospital is no longer situated on the University Hospital Campus. It is now located in Letterkenny Town Centre, behind the old courthouse, on level 2 of the Scally Building.

Most Medical, Surgical, Orthopaedic, ENT (ear, nose and throat) and Dermatology clinics are provided at the Scally building along with associated services such as Physiotherapy and Radiology. Obstetrics / Gynaecology outpatient clinics remain at the main hospital site.

Carparking is provided either behind the old courthouse or in the adjacent multi-storey carpark where charges apply.

You should phone the reception as per the instructions on your appointment letter to check in. You should then enter the building at the door which is signed Letterkenny University Hospital, Outpatient Department, and then either select Level 2 on the lift or take the stairs to Level 2.



Hospital Charges

Emergency Charges

You are charged a standard fee each time you attend the Emergency Department.

Exemptions from Charges

- Medical Card Holders - 'GP Only' card holders are not exempt from Hospital charges.
- Health Amendment Act Cardholders (HAA Card).
- Women receiving maternity services.
- Children up to the age of six weeks.
- Patients attending the Emergency Department who have a G.P.referral letter with them at the time.
- Temporary visitors to Ireland from another EU Country who have an EHIC Card.
- Receiving treatment for Covid-19.

Other Hospital Charges

- If you are a private patient you are liable for all hospital charges i.e. room charges, consultant, radiology, pathology and anaesthetic fees.
- 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/out-patient charges.
- If you are a visitor from a country outside the European Union (EU), you will be charged separately for any treatment provided.

If you are satisfied with the service provided to you please let the staff know. If you are unhappy with any aspect of your care or treatment at Letterkenny University Hospital please tell us. You should speak to the doctor or nurse/midwife in charge of the ward who will try to deal with your issue when it arises. They are the best people to explain your medical condition, treatment or clinical procedure.



If your concern remains unresolved or further support is required, you may contact the Patient Advice and Liaison Service (PALS) on 0749104622 or pals.luh@hse.ie. PALS will help answer any questions about your care in hospital and provide information on hospital services. We will listen to your comments and suggestions to improve services for patients and visitors. We will share your views and feedback to help identify areas for improvement. If you are raising a concern for a close friend or family member we will have to get their consent to discuss their care with staff involved.

If your concern remains unresolved and you wish to make a formal complaint, you should do this in writing to:

Consumer Services Manager, Letterkenny University Hospital.

The Consumer Services Department can be contacted on 0749123503 or Consumerservices.luh@hse.ie.

You may also submit through HSE Your Service Your Say by email yoursay@hse.ie or by phone on 1890424555.

Data Protection

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

Accessing your Medical Records

If you require a copy of your medical records you should make a request in writing to:

Request Co-Ordinator
Consumer Services
Nurses' Home
Letterkenny University Hospital
Co. Donegal



Records may be requested under the General Data Protection Regulations (GDPR) or the Freedom of Information (FOI) Act.

Your request must include:

- Full name
- Date of birth
- Address
- Copy of photo ID
- Date of records required (Please be specific)

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.

For enquiries please contact 0749104612 or 0749123647.

Patient Participation

Patients are involved in working with staff to improve the hospital environment and the service provided.

The Patient and Family Experience Advisory Council is comprised of consumer representatives (who advocate on behalf of patients and their families) and senior hospital staff. If you are interested in joining the Council or want to find out more about it contact the Patient Advice and Liaison Service Department on 0749104622.



Patient satisfaction is measured in various ways including: clinical audit, patient satisfaction surveys, focus groups and suggestion boxes.

Clinical Audit

Clinical Audit is an activity that is carried out by staff in the majority of hospitals. Its main purpose is to improve the standard of care that patients receive. Staff compare the care that is provided against evidence based best practice standards and identify where improvements can be made. This is in order to promote a culture of quality and safety and to ensure that the care delivered is in line with recognised best practice standards.

Information from your healthcare record may be used to carry out a Clinical Audit, but patient names and personal details are not included in the audit findings or audit report.

Further Information

Further Information

If you require further information on HSE Services locally and/or nationally you can access the website www.hse.ie or contact the HSE Information Line 1850 24 1850. The information in this booklet is available at: www.saolta.ie



The Friends of Letterkenny General Hospital

The Friends of Letterkenny General Hospital (now Letterkenny University Hospital) was founded in October 1992 with the objectives of engaging in voluntary work and fundraising to improve equipment and facilities at Letterkenny University Hospital and St. Conal's Hospitals. The Friends through their commitment and hard work have raised over €7 million euro, all of which was invested directly back into Letterkenny University Hospital. These include purchasing cardiac rehabilitation equipment, 2 CT scanners, MRI scanner, endoscopy equipment, neonatal incubator, an oncology bus to take cancer patients to Dublin and a minibus for psychiatric patients. If you wish to become involved with the Friends or make a donation check out our website www.thefriends.ie or our Facebook page Friends of Letterkenny University Hospital.



The End of Life Symbol

This **spiral symbol** is inspired by ancient Irish history and communicates to staff and visitors that a patient is imminently dying or has died.

The **three stranded white spiral** represents the interconnected cycle of life-birth, life and death.

The **white outer circle** represents continuity, infinity and completion.

Purple was chosen as the background colour as it is associated with nobility, solemnity and spirituality.



On seeing this symbol, please create an atmosphere of quiet where people are respectful, avoid mobile phone use and be prepared to meet people who are grieving.

Location

