

Planning Your Discharge from Hospital



This booklet will help you, your carer, and your relatives and friends understand how your discharge or transfer from hospital takes place. This booklet is completed by the patient or a dedicated patient representative in discussion with the patient.

We need your help and co-operation so that this happens as efficiently and smoothly as possible.

Once your treatment has been completed, we will work with you to help you leave hospital safely, and without delays.

Name of the patient: _____

Predicted date of discharge: _____

Consultant on admission: _____

Consultant at discharge: _____

Consultant's specialty: _____

Name and Phone No. of ward: _____

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This Discharge Booklet V6 (May 2026) is approved by the Director of Nursing of GUH and will be reviewed every 3 years or sooner if new clinical practices are introduced

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Galway University Hospitals



Galway University Hospitals, including University Hospital Galway (UHG) and Merlin Park University Hospital (MPUH), provide a full range of services to emergency and elective patients on an inpatient, outpatient and day care basis across the two sites.

Outpatient appointments can take place at **University Hospital Galway** or **Merlin Park University Hospital**.

Please check the location of any outpatient appointments you may have.



Main Phone Number:

University Hospital Galway: (091) 524 222

Merlin Park University Hospital: (091) 544 544



Website:

www.saolta.ie/hospital/university-hospital-galway

Planning for discharge

We will identify a discharge date early in your hospital stay. If this date changes, we will discuss the reasons with you in advance.

During your hospital stay, a nurse will ask you about your home and the support you have there. It is important that you tell your nurse on admission and your medical team as soon as possible about anything that might make your return home difficult, to plan for discharge as best we can.



Different health and social care professionals may see you during your hospital stay. They are called the multidisciplinary team (MDT). We may involve members of the MDT if you or the team think you might need extra supports.

If you, your relatives, or your carers would like help with planning your discharge, please speak to your nurse or another member of the MDT.

You or your carer/family can record important information about your hospital stay in this booklet.

Please note that as per GUH policy, no hospital personnel can record the medicine information in this booklet. This is for the personal use of the patient/family member/carer only.

What time can I go home?



We will aim to discharge you by 11am. We may need your bed for a patient waiting in the Emergency Department. We may ask you to sit in a designated area until your lift arrives.

How will I get home?



Please arrange to have a family member or friend collect you. If you were brought to hospital by ambulance, you will need to make your own transport arrangements to go home.

Phone numbers for taxi companies are available, and they will be happy to accept a booking for a journey home. Patients can get a quote for the cost of their journey in advance by phoning a taxi company.

Please select any taxi company of your choice outside of some examples below.



BIG O TAXIS:	(091) 585 858
Galway Taxi	(091) 561111
Pro Cabs:	(091) 535 353 / (091) 565 900

Who will inform my GP of any updates?



Your medical team will send your GP a letter that has all the details of your hospital admission.

Are there changes to my medications?



It is important that you/your carer/family are aware of any new medications that you have, and that you understand how to take these medications.

It is also important that you are aware of any side effects to look out for.

You may wish to use the table at the back of this booklet to record your medicines when you are given your updated prescription at discharge.

You can also record your medicines on the HSE app.



Please ask a member of staff if you do not understand something about your medicines.



It is important that you:

- **Know** your medications and keep a list
- **Check** that you are using the right medicine the right way
- **Ask** your healthcare professional if you are unsure



Have all your questions about your care been answered?



You may need to collect your prescription from your local pharmacy on your way home.

If you need to get your prescription filled within and out of hours, please arrange with a pharmacy of your choice some pharmacies in Galway city rotate being open until 19-00. Please enquire at ward level.

You should get further prescriptions from your local GP surgery.

hello



my name is...

Each member of the multidisciplinary team (MDT) will introduce themselves to you. If they do not, please ask them their name and their role (such as physiotherapist, consultant, etc.).

Your medical team welcomes any questions you, your carer, or your family may have about your care. Throughout your stay, please feel free to ask any of your team the following three questions:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?



Every time you talk with a healthcare provider
ASK THESE 3 QUESTIONS

- 1**
What is my main problem?
- 2**
What do I need to do?
- 3**
Why is it important for me to do this?

If you do not understand something about your care or have any concerns, please follow the following steps to support you. Discuss with your staff nurse on the ward and/or your Clinical Nurse Manager (CNM). Should you need additional support, please request to discuss with The Patient Advice and Liaison Service (PALS) and/or the Medical Social Worker can assist you and your carer / family when you are in hospital.

Patient Advice and Liaison Service (PALS)

PALS are here to help patients, their families, and their carers, by providing support and information, and helping them with any concerns or queries they may have about their care, treatment, and service in our hospital.

The service is available Monday-Friday from 08-30 to 15-30.
(Information leaflets available on all wards)



Contact us by calling (087) 448 2207



Email us at pals.guh@hse.ie or ask member of staff if you need help in contacting the PALS service.

“Going Home Day” Checklist



Ask family or friends to bring in outdoor clothes and shoes



Medications I must take and instructions on their use



Have house keys at hand



Information about any special diets



Details of outpatient or follow up appointments*



Information for my carer or family on how to care for me



Ask for a medical certificate if needed for your employer



If you require a social welfare certificate, please go to your GP



Contact existing community services that you require**

*Appointment letter will be posted to the patients following discharge

**For example, home help, meals on wheels services.

In a medical emergency, always **call 999** or **112**, or go directly to the Emergency Department.

My medicines



My allergies and how I react:

Name _____ Date of birth _____ Date I filled out this form _____

Name of medicine or supplement	Strength I take	How much I take each time	How often I take it	I take it every day (yes/no)	Why I take it?	Side effects	My notes
Example: ABC tablets	25mg	2 tablets	Once in the morning and once in the evening	Yes	For my heart	Nausea	Take with food

My medicines



My allergies and how I react:

Name

Date of birth

Date I filled out this form

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My Notes

Details of my hospital stay

What we did (lab tests; diagnostic imaging):

What was significant?

Are there any outstanding results that I need to follow up on?

Follow up appointments

Note: Follow-up appointments letters will be posted following the discharge

What follow up out-patient appointments do I have?

Clinic name:

Consultant name:

Date:

Time:

Clinic name:

Consultant name:

Date:

Time:

Clinic name:

Consultant name:

Date:

Time:

Are there any appointments I need to make? Yes/No

The Hospital's **Visiting Hours** are strictly
2pm – 4pm and 6.30pm – 8.30pm

Protected Meal times are*:

Family members can contact ward Clinical Nurse Managers to discuss
individual patient needs

BREAKFAST: 8.15am – 9.15am

LUNCH: 12.15pm – 1.15pm

TEA: 5.15pm – 6.15pm

Please note, no visiting is allowed during these times

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OLLSCOIL NA GAILLIMHE
UNIVERSITY OF GALWAY



Galway University Hospitals
Ospidéal na h-Ollscoile Gaillimh
UNIVERSITY HOSPITAL GALWAY
MERLIN PARK UNIVERSITY HOSPITAL



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WE VALUE YOUR FEEDBACK

COMPLIMENTS AND COMPLAINTS

Your feedback helps us with understanding what we are doing well and areas where we could improve.

Please share your feedback with us in any of the following ways:

PALS – 087 448 2207 QPS – 091 898 575

pals.guh@hse.ie or qps.guh@hse.ie

www2.hse.ie/complaints-feedback/

If you wish to raise a concern, or need assistance please refer to information on the back of this card.



If you wish to raise a concern, complaint or provide feedback please follow the below process:

- 1. Speak to a member of staff i.e. staff nurse or ask to speak to the Clinical Nurse/Midwife Manager (CNM/CMM)**
- 2. Contact our Patient Advice & Liaison Service (PALS) on 087 4482207 (8.30am–3.30pm, Mon–Fri excluding Bank Holidays)**

Addressing complaints at the point of contact can lead to quicker resolutions, preventing issues from escalating and reducing patient frustration.

If your issue is unable to be resolved by either of these avenues and you wish to make a formal complaint:

Please email qps.guh@hse.ie or yoursay@hse.ie



Your feedback (positive & negative) is important as it helps us identify areas needing improvement and recognize what we are doing well.



A formal complaint under HSE Your Service Your Say is a complaint that cannot be resolved informally and is referred to a Complaints Officer for investigation, who must acknowledge it within 5 working days and aim to provide a response within 30 working days, with updates every 20 working days if more time is needed.