



ST. VINCENT'S  
UNIVERSITY HOSPITAL  
Elm Park

# Patient and Visitor



Centred on You





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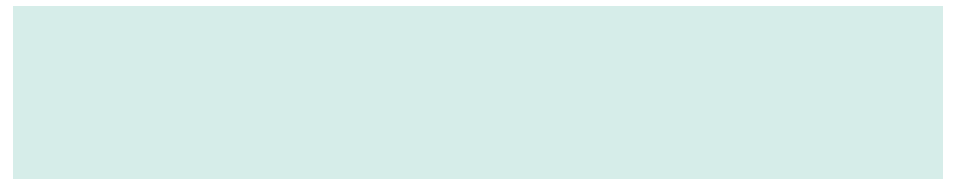
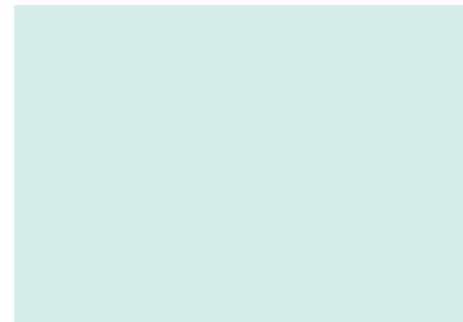
St. Vincent's University  
Hospital is a world leading,



# What to expect ZKHQ \RX DUULYH

## PRE-ARRANGED ADMISSION

Before you arrive



The Emergency Department is open 24 hours a day, 365 days a year for patients aged 1 years or over. Priority is given to patients with life threatening injuries or illnesses but we endeavour to see all patients in a timely manner.

## EMERGENCY DEPARTMENT

### Before you arrive

- Please bring, if possible, all current medication and any other information about your health such as letters from hospital clinics and scan results.
- The Emergency Department is a very busy environment so please keep the attendance of relatives and friends to a minimum –

### When you arrive

- Make your way to reception for registration and collect your individual needs to be worn at all times during your time in the hospital.
- A triage nurse will assess you and give you a priority rating which will determine when you will be seen.
- You will be asked to take a seat in the lounge area outside triage or directed to one of the zones in the Emergency Department for immediate care.

### If you require admission

- Once you have been seen by the clinical team in the Emergency Department you may require admission to either St. Vincent's University Hospital, St. Columille's Hospital, Loughlinstown or St. Michael's Hospital, Dun Laoghaire.

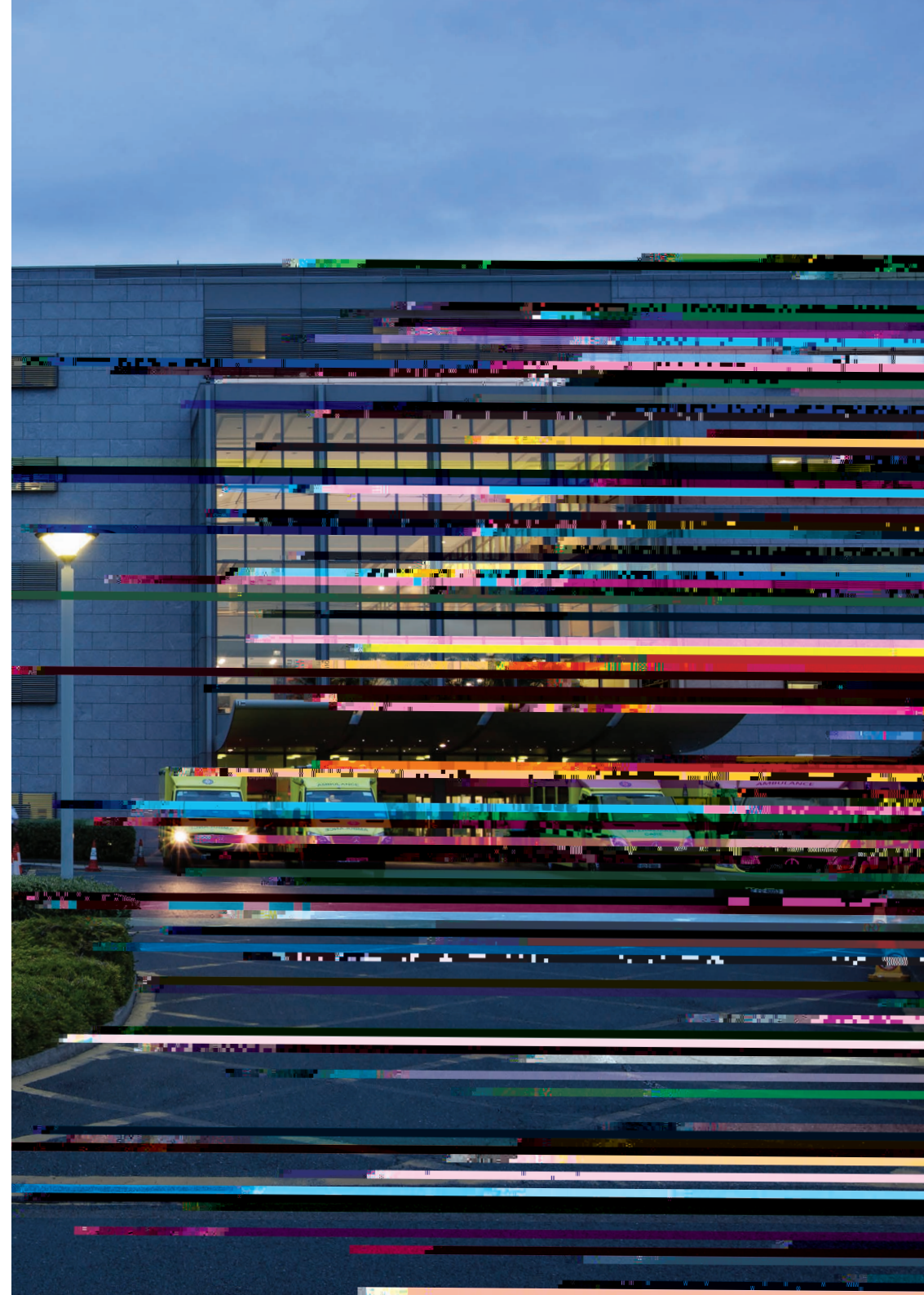
### Charges

- Patients attending the Emergency Department, without a referral letter from their GP, are charged a standard amount of €100.00.
- Payment is due upon initial registration and can be made by debit card, credit card or cash.

These charges do not apply:

- If you have been referred by your GP and have a GP letter
- If you are a medical card holder
- If you are receiving treatment for prescribed infectious diseases
- If you are entitled to hospital services by EU regulations
- If you are admitted to hospital after attending the ED – when inpatient/day patient charges will apply

Any medical cards, referral letters must be presented at the time of registration.



# What to expect

## G X U L Q J \ R X U V W D \

### VISITING ARRANGEMENTS

The health and well-being of our patients is our primary concern and, whilst visitors are always welcome during visiting hours, we would ask them to follow a few simple guidelines:

- Please respect the visiting hours and keep noise to a minimum so our patients can get well in a quiet and peaceful environment
  - Keep visiting time to 20mins or less
  - Ensure no more than two people visit at any one time
  - Discourage visits from children under 12 years except in exceptional circumstances or with the nurse manager's permission
  - Restrict visitors to Emergency Department, Intensive Care Unit (ICU) or Coronary Care Unit (CCU) to immediate family members for short periods only as many of these patients are seriously ill or injured.
  - Smoking and the use of electronic cigarettes is not permitted in the hospital or hospital grounds
- R X W R I U H V S H F W I R U S D W L H Q W V V W D • D Q G Y L V L W R U V

### FACILITIES ON CAMPUS

#### Restaurant

7 KH U H V W D X U D Q W L V V L W X D W H G R O W K H J U R X Q G 5 R R U  
and serves breakfast (hot food and fresh fruit), lunch and dinner. Hot meals and a fresh salad bar are available.

2 S H Q L Q J K R X U V  
Monday – Sunday  
07.15 - 12.30 | 13.45 - 17.30

#### & R • H H 6 K R S \$ W U L X P

We are located beside the main reception desk and serve pastries, paninis, sandwiches, Z U D S V V R X S W H D F R • H H D Q G V R I W G U L Q N V

2 S H Q L Q J K R X U V  
Monday – Friday  
08.00 - 12.30 | 13.45 - 17.30

Saturday and Sunday  
09.00 - 18.00

#### & R • H H + R X V H & H Q W U H 3 R D E K

& R • H H + R X V H R • H U V H D W L Q D G E W D N P Z D  
facilities and serves ready-made sandwiches, Z U D S V S D V W U L H V V R I W G U L Q N V W H D D Q G F R • H H

2 S H Q L Q J K R X U V  
Monday – Friday  
07.00 - 19.30

Saturday  
09.00 - 19.30

Sunday  
09.30 - 19.30

#### Newsagent

There are two newsagents situated on the JUR X Q G 5 R R U 2 Q H L V E H V L G H W K H P and the other is further inside the building next WR W K H & R • H H + R X V H % R W K Q H Z a variety of toiletries, daily papers, magazines, books, confectionery, drinks, fruit and cards.

2 S H Q L Q J K R X U V  
Monday – Friday  
07.00 - 19.30

Saturday – Sunday  
08:00 - 20:00

#### 4

Wireless internet access is available for all S D W L H Q W V & R Q W D F W Z D U G V W D • I R

#### Vending machines

There are vending machines located throughout W K H K R V S L W D O R • H U L Q J D Z L G H V H O confectionery and hot and cold drinks. Vending S D E K L Q H V F D Q E H I R X Q G R Q W K H J U R in the Emergency Department waiting room.

#### Trolley service

There is a trolley service provided to the wards every day with various shop items including newspapers, drinks and confectionery.

#### Postal arrangements

Friends and relatives should ensure that they



### Preparing for discharge

- Before you are discharged you and your medical team will agree and discuss your treatment plan and arrange any follow up that you may need.
- We will also make sure your GP receives your discharge letter and any relevant treatment plan.
- 3 OHDVH QRWLI\ VWD • DV VRRQ DV SRVVLEOH LI \RX UHTXLUH D PHGLFDO FHUWL4FDWH VR WKLV can be ready for you on the morning of your discharge.
- Please note you will be transferred to the discharge lounge at 07.00 on the morning of your discharge.

### Time of discharge

Address:  
6W 9LQFHQW V 8QLYHUVLW\ +RYSLWRO  
Elm Park  
Dublin 4

Telephone:

Website:  
[www.stvincents.ie](http://www.stvincents.ie)

## MAKING YOUR WAY AROUND OUR CAMPUS

### Car park

- 24 hour public parking is available in the multi-storey car park.
- Parking on hospital roads or in set down areas is strictly prohibited.
- A number of reserved spaces are available for drivers with a valid disabled driver's permit.

## PUBLIC TRANSPORT

### Buses

The following buses stop on Merrion Road at the front of the hospital:

- No. 4 from Harristown through O'Connell Street to Monkstown Avenue.
- No. 7 from Mountjoy Square to Loughlinstown / Cherrywood.

The No. 47 bus stops on Nutley Lane at the side of the hospital (from Townsend Street to Belarmine).

For more information visit [www.dublinbus.ie](http://www.dublinbus.ie)

St. Vincent's University Hospital is internationally  
accredited by Joint Commission International (JCI).

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We strive to maintain excellence in clinical care, education and research and will continue to develop our hospital and the healthcare group in line with the above principles, and with our responsibilities to the wider Irish

St. Vincent's  
University Hospital  
Elm Park, Dublin 4  
Ireland

T +353 1 221 4000  
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