



# Cappagh National Orthopaedic Hospital

## Essential Information for Patients





# Contents

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Contact Us	3
Welcome	4
Location and Parking Information	5
Pre-Operative Assessment Clinic Information	7
Admission/Discharge Information	8
Admission Checklist	11
Discharge Checklist	12
Accommodation	14
Personal Property	15
Visiting Information	15
Infection Control	16
Nutrition and Food	17
Billing Information	18
Hospital Policies/Other Information	19
Patient Rights	21
Patient Care Committee	21

# Contact Us

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	Phone	Fax
Main Reception	01-8140400	
Accounts Payable	01-8140427	01-8140339
Admissions Office	01-8140452	01-8140371
Autotransfusion	01-8140479	
Bone Bank	01-8140337	
Catering	01-8140336	
Freedom of Information	01-8140446	
Laboratory	01-8140305	01-8140377
Medical Records	01-8140447	01-8140327
MRI	01-8140361	01-8140364
Nursing Administration	01-8140469	01-8140344
Occupational Therapy	01-8140429	01-8140381
Orthotics/IDS	01-8140464	01-8348113
Out Patients	01-8140408	01-8140402
Patients Accounts	01-8140497	01-8140339
Pharmacy	01-8140442	
Physiotherapy	01-8140411	01-8140381
Pre-Operative Assessment	01-8140407	01-8140378
Professorial Unit	01-8140487	01-8641313
Social Work	01-8140470	
Trust Office	01-8140485	01-8345228
X-Ray	01-8140360	01-8140369

[www.cappagh.ie](http://www.cappagh.ie)

# Welcome

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You are very welcome to Cappagh National Orthopaedic Hospital, Finglas, Dublin 11. Our aim is to provide excellence in medical and nursing care for our patients.

The Religious Sisters of Charity founded Cappagh National Orthopaedic Hospital under the Lady Martin Trust in 1908 for the care of children with tuberculosis in the city of Dublin. Since that time the hospital has expanded and developed and now provides a comprehensive service in all aspects of orthopaedic surgery.

The Lady Martin Trust was transferred from the Sisters of Charity to the Sisters of Mercy on 1<sup>st</sup> January, 2006.

Cappagh National Orthopaedic Hospital is well known for its commitment to excellence in the health care field. The staff of the hospital understand that you will have questions on your arrival. We hope you will settle in quickly and allow us to make your stay a comfortable and happy one.

Cappagh National Orthopaedic Hospital is accredited by CHKS, a leading independent provider of healthcare intelligence and improvement services. Accredited by the International Society for Quality in Healthcare (ISQua), the accreditation award is recognised internationally and demonstrates our commitment to providing the best quality healthcare and service to patients, staff and external organisations. All departments in the hospital comply with the CHKS Healthcare Accreditation Standards for organisational management and service delivery.



# Location and Parking Information

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Cappagh National Orthopaedic Hospital is situated in Finglas, a suburb on Dublin's northside.

## DRIVING

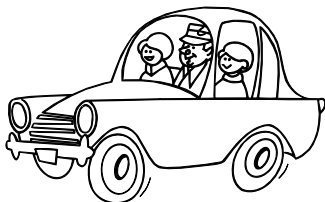
Cappagh is easily accessible from the M50 and Dublin City Centre.

### (A) If coming from the M50

1. Exit at N2 (exit 5) for Finglas/City Centre
2. Take the Finglas/Cappagh slip road
3. Turn right at the traffic lights onto Mellows Road
4. Continue on main road until you approach main crossroads (Church with high steeple)
5. Turn right at these traffic lights and continue along Cappagh Road to traffic lights at T junction
6. Turn right at these traffic lights and Cappagh National Orthopaedic Hospital is the third entrance on the left. (Just after Pedestrian Lights)

### (B) If coming from the City Centre

1. Take the N2 Northwards, passing Glasnevin Cemetery on your right
2. Turn left after footbridge at Finglas into Church Street
3. Continue along this road, passing church on your left
4. Pass through traffic lights after church and continue along Cappagh Road to traffic lights at T junction
5. Turn right at these traffic lights and Cappagh National Orthopaedic Hospital is the third entrance on the left. (Just after Pedestrian Lights)



## COMING BY BUS

1. The 40D bus runs from Parnell Street every 15 – 30 minutes at peak times, passing the front gate of Cappagh National Orthopaedic Hospital and on to Tyrellstown, Dublin 15.
2. The 104 bus arrives and leaves the hospital grounds each hour until 7pm, commuting to and from Clontarf Dart Station, via Beaumont Hospital.
3. The 220 bus runs to Cappagh National Orthopaedic Hospital from Ballymun and on to Connolly Hospital, Blanchardstown and Our Lady's Well, Mulhuddart.
4. The 17A bus from Kilbarrack comes to a terminus near Cappagh Road and is a 15-minute walk to the hospital.

## CAR PARKING

A public car park is available by turning left on the driveway. You may pay your ticket fee when exiting the hospital at the pay station in the hospital lobby.



For a more detailed map please log onto Google Maps Ireland and search by County Dublin and then Finglas West.

# Pre-Operative Assessment Clinic Information

## **Your visit to the Pre-Operative Assessment Clinic (PAC)**

Some of our patients are required to attend our Pre-Operative Assessment Clinic (PAC) approximately 2-8 weeks prior to major surgery in order that they are passed fit for procedure. This is carried out on an out-patient basis.

If you need to attend PAC, you will receive the following:

1. A Medical Questionnaire relating to your past and current medical history which **must be returned to PAC** as this will speed up progressing you to surgery.
2. A Consent Form allowing us to request medical information from other hospitals you may have attended in the past. This **must also be returned to PAC**
3. A leaflet on Telephone Triage, a facility which allows patients to be assessed at home
4. On receipt of the completed Medical Questionnaire, a nurse will telephone you to go over the information you have supplied and clarify any areas that are uncertain.
5. Following this phone call, you will be sent a date for attendance at our PAC Clinic, if required.

## **What to bring to your Pre-Operative Assessment Clinic appointment:**

- Completed Medical Questionnaire (if not already returned by post)
- Blood pressure recorded by your GP
- All of your medication in their correct containers
- A Certificate of Dental Fitness (if not already submitted by post)
- The name, address and telephone number of two contact persons
- Your reading glasses if you require them
- A copy of any relevant MRI Scans or X-Rays, which you may have to request from the hospital which referred you to Cappagh.



# Admission/Discharge Information

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## Notification of Admission for surgery

**We will give you notice of your admission by letter, approximately three weeks before you are due to be admitted. When you receive the admission date, you must phone the Admissions Department no later than two weeks prior to your date of admission to confirm you will be attending as allocated.**

Please phone the Admissions Department on **01-8140414 or 01-8140452 after 12 Noon** and leave a message stating your Name, Telephone Number, Patient No, and Date of Admission indicating if you **will** or **will not** be attending on the allocated date.

A member of staff will only contact you back if you indicate you **will not** be attending. **Failure to confirm your appointment will result in you being removed from the waiting list.**

## Preparation for your visit

- If you develop a cold, flu, sore throat or cold sore prior to surgery, please contact the Admissions Department on 01-8140414 or 01-8140452 as early as possible.
- If you are diabetic and on insulin or oral hypoglycaemic drugs, please **do not** take your hypoglycaemic medication on the morning of surgery until reviewed on the ward by the medical staff. Please bring your Insulin with you.
- If you are having a General Anaesthetic **DO NOT EAT** or **DRINK** anything, even water, after 12 midnight – do have a late supper prior to 10pm the night before admission.
- Shower/bath evening before your admission and remove nail varnish, **ALL** make up and any body piercings.



- If you are taking any of the following drugs:  
**Warfarin, Plavix, Nu-Seal Aspirin, HRT, Oral Contraceptive Pill, Methotrexate, Arava, Kineret, Humera, Remicade** and have attended the Pre-Operative Assessment Clinic (PAC), please consult the Information Sheet given to you at the clinic.

If you are taking any of the above drugs and have not attended the Pre-Operative Assessment Clinic (PAC), please contact the Hospital at 01-8140400 and ask to speak to the Medical Registrar for advice regarding medicine management.

**Do not discontinue your medication without consulting your Information Sheet given to you at PAC and/or consulting the Medical Registrar.**

- Please take all other prescribed medications at the times prescribed for you.
- If you are having major joint or spinal surgery, see your Dentist for clearance of any dental problems and forward a Dental Certificate to the Pre-Operative Assessment Clinic. This is to reduce your risk of infection. Major joint or bone surgery will be cancelled if you have dental problems.
- If you are, or suspect you may be pregnant, please inform the Admissions Department as your surgery will have to be deferred.



## Advice for Patients staying overnight (In Patients) and Day Case Patients

In order to make your stay here as comfortable as possible, please note the following information

- If you are asked to fast for a procedure, this means that you must not take any food or liquids, **INCLUDING WATER**, starting at 12 midnight on the day you will be entering the hospital unless directed by your consultant.

## Medicines

It is the policy of the hospital to use patient's own drugs during your hospital stay. This is done to improve the safety and quality of your care in hospital. It ensures that:

- All your drugs are immediately available and no break in treatment occurs
- A complete and accurate drug history can be obtained
- The drugs you are taking in hospital are the same as always and they will look familiar to you and no change in effectiveness is seen
- Drug errors can be reduced through reduced number of transactions
- Any drugs that have been stopped for medical reasons can be disposed of, with your permission, to avoid accidental use.

There is a locked press fitted beside your bed for the storage of your own medication. Your drugs will not be used for any other patient and they will be returned to you on the day you are being discharged.

**You should bring one month's supply of all your current medicines with you, even over-the-counter, herbal or alternative medicine products, exactly as they have been supplied to you by your local pharmacy. Do not put them into any other form of packaging.**

# Admission Checklist

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## On admission you will need

- One month's supply of prescribed medications in their original labelled containers** (see Preparing for Admission Page 8)
- A copy of any relevant MRI Scans or X-Rays, which you may have to request from the hospital which referred you to Cappagh
- Night Clothes
- Mid Calf Length dressing gown
- Rubber soled or flat footwear
- Personal toiletries
- Hand and bath towels
- Walking aids/stick
- Ladies – tracksuit or loose fitting skirt/shorts
- Gentlemen – tracksuit or loose fitting trousers/shorts.
- Anything else you use on a daily basis – eg glasses or hearing aid.
- Book or magazines
- Medical Card if you have one
- Details of your Private Health Insurance, if any – VHI/Quinn/etc.
- If your treatment is as a result of Road Traffic Accident, please bring your Solicitors details with you.
- Please shower/bath prior to admission, remove nail varnish and all jewellery/body piercings.
- Details of next of kin and a second contact telephone number
- Please note that on admission to the hospital you will be advised of your discharge date – this will allow you to make arrangements for your discharge.

Do not bring in valuables and non essential items such as jewellery, large sums of money, pension or savings books. **Please leave personal items at home as we cannot take responsibility for damaged, lost or stolen items.**

## When you arrive at Cappagh National Orthopaedic Hospital

- Please check in at the Admissions Office at the exact time stated on your admission letter.
- You will be asked to confirm details such as your name, your address, telephone number, next of kin, religion and family doctor (GP)
- In-Patient and Day Case patients under 16 years of age must be accompanied by a parent/legal guardian who will be requested to sign the consent form.
- Your permission will be sought to allow the Hospital Charitable Trust to forward details of Fundraising Events or Activities to you. This is voluntary and should you not wish to do so, it will in no way affect your care in the Hospital.

You will then be admitted to your assigned ward.

### **What happens when I am being discharged?**

**Prior to admission, you should plan appropriate arrangements with relatives and friends for support following your discharge from Cappagh National Orthopaedic Hospital to your home after your operation.** Your G.P. and local Health Centre will be able to assist you in arranging suitable home help if this is necessary. Please contact them before your admission to Cappagh National Orthopaedic Hospital.

If a follow-up Outpatient Appointment is required, it should be sent to you within 3 weeks. If not received, please contact the Medical Records Department. Phone: 01-8140432

Patients are expected to leave the hospital by 11am on day of discharge.

Ensure you have the following:

## **Discharge Checklist**

- Have you got transport to your home?
- If you have a wound, what care is needed?
- Have you stitches that need to be removed?
- If you are already receiving care or services at home, does the service provider know you have been discharged?
- If there are any problems when discharged, whom do you contact?
- Has your own medication been returned to you?
- Have you got a prescription for any new medication? Do you know what your medication is for, how often and for how long should you take it for? Have you someone who can get the medication for you?
- Have you got all your belongings?
- Have you got a letter for your doctor?
- Do you need an outpatient appointment or follow-up care?
- When can you return to work and normal activities?
- Do you need a medical certificate for your employer?

### **ON DISCHARGE FROM THE DAY WARD**

- If your discharge is from the Day Ward, it is mandatory that you are accompanied home by a responsible adult and remain in the company of a responsible adult for 24 hours after your procedure
- You must not operate machinery (such as cars, bicycles or power tools) or make important decisions for at least 24 hours after.
- Alcohol (even beer) is prohibited for 24 hours after anaesthesia or sedation.
- You may resume a normal diet – start with clear fluids until your stomach has settled.

### **OUTPATIENTS DEPARTMENT**

Following discharge, patients are reviewed in the Outpatient Department in Cappagh National Orthopaedic Hospital or in their original referring Hospital.

- If you do not receive notice of your appointment within 3 weeks, please contact the Medical Records Department at Phone 01-8140 432 or 01 8140 372.
- If you cannot attend for your appointment, please ring and cancel the appointment and reschedule as soon as possible, to allow us to reallocate the slot to another patient.

Phone 01-8140401/01-8140408



# Accommodation

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## Accommodation

Medical and Nursing needs will determine the allocation of particular beds. This means you may not occupy a particular bed space in a particular ward for the duration of your hospital stay. Cappagh National Orthopaedic Hospital is a public hospital and has a small number of Semi-Private beds. If you have Private Medical Insurance, you will be accommodated in a Semi-Private bed **if one is available**.

## Parents Accommodation

The Hospital has a limited amount of accommodation for parents (only), who wish to stay close to their children. Please notify the Ward Manager if you require accommodation. A nightly charge of €15 applies in respect of the accommodation. The daily rate is charged pro rata.

Parents staying can arrange with the Catering Department for the provision of evening meals as follows:

- Monday – Friday order an evening meal in the Restaurant before 3pm. A receipt for payment will be issued.
- The meal can be eaten in the Vending Room before 5pm or afterwards in parent's accommodation
- Weekend meals must be ordered and paid for on the Friday before 3pm

## **Personal Property**

The Hospital Management does not accept responsibility for the loss of any personal items, including but not limited to, jewellery, clothing, cash, cars parked on the grounds, or other personal articles brought in from outside. Please leave personal items at home as we cannot take responsibility for damaged, lost or stolen items.

A 24 Hour security monitoring system is in place consisting of CCTV and security personnel.

## **Visiting**

**The Hospital must request that visiting rules are strictly observed.**

You are welcome to receive visits from your relatives and friends. Children under 12 are only permitted to visit parent/guardian or sibling. You are, however, requested to ensure that children are supervised at all times.

You may have no more than 2 visitors at any one time.

Parents of children who are In-Patients are allowed to visit at any time, however, only one can stay at the patient's bedside at night.

**Visiting Hours**  
**2.00pm – 4.00pm**  
**6.30pm – 8.30pm**

- Visitors with any sign of infection e.g. coughing, sneezing or upset stomach are asked not to visit.
- Visitors are asked to clean their hands using alcohol gels that are provided throughout the hospital, before entering the Wards, and when leaving.
- Visitors must never touch medical equipment e.g. intravenous lines (drips), monitors, etc or use vacant beds for sitting/resting on.
- Please do not bring cooked foods for patients as it may pose a risk. If you bring in fresh juices or yogurts, please give them to a staff member so that they can be labelled with the patient's name and refrigerated.
- Fresh flowers are welcome, preferably in an oasis.

**The Hospital reserves the right to restrict visiting on the basis of medical risk.**

# Infection Control

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## Infection Prevention and Control

- To prevent infection, all our patients are screened for MRSA prior to surgery. This will be done at the Pre-Operative Assessment Clinic (PAC). Many members of the public carry MRSA on their skin. If it is detected on screening, it can be eliminated very easily and will not interfere with you having your surgery. If you are not required to attend the Pre-Operative Assessment Clinic, please contact our Infection Prevention and Control Nurse on 01-8140400 and an MRSA screen will be organised for you. This needs to be completed at least 3 weeks before your surgery date. Please have any skin problems, infected areas, treated prior to admission.

Clean hands prevent infection. Please use the alcohol gels provided throughout the hospital and at the end of your bed. Do not be afraid to ask our staff if their hands are clean.

Never touch your own wound dressing, drain or intravenous line. Do not let staff touch these without first cleaning their hands. Clean your hands before eating, after using the toilet or bedpan and after touching other patients and their equipment or visitors.

Please contact our Infection Prevention and Control Nurse:

- If you have been an In-Patient in another hospital or nursing home in the past 12 months
- If you have been in contact with anyone with MRSA
- If you have any concerns regarding infection

During your stay, if you have any concerns regarding hygiene or if you notice anything that needs attention, please inform a member of staff.

Clinical Nurse Specialist in Infection Prevention and Control Ph: 01-8140400

# Nutrition and Food

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## Patient Meals

The Catering Department strives to promote healthy eating whilst also taking into account high-energy foods for patients requiring specific supplements and those with eating difficulties. You will be provided with a choice of options daily in line with those available in our Restaurant. Fresh fruit, low fat spreads and milk alternatives are also available. We welcome your comments in relation to your meals and a Catering Manager will visit you regularly during your hospital stay.

Please bring any special dietary requirements to the attention of the Nursing Staff on admission.

## Restaurant

The Hospital Restaurant and Coffee Room are open to visitors and patients, serving both hot and cold meals and snacks during regular meal times. The Restaurant opening times are as follows:

	<b>Monday – Friday</b>
Morning	7.30am – 11.15am
Lunch	12 Noon - 2.00pm
Afternoon Tea	2.00pm - 4.00pm
	<b>Saturday</b>
Morning	9.30am – 10.30am
	Cooked Breakfast
	<b>Sunday/Bank Holidays</b>
	Closed.

- There is a Vending Room beside the Restaurant with a selection of cold foods, hot beverages, soft drinks and confectionery available. The Vending Room is open 24 hours per day but please note that from 12 noon to 2pm, Monday to Friday, access may only be gained through the Restaurant.

# Chaplaincy Service

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## Pastoral Care

The Hospital Oratory is located near the Main Reception area. Mass is celebrated every Sunday in the Hospital Oratory. Holy Communion is distributed daily. Mass times are posted on the notice board.

There are no Chaplains on site; however, arrangements can be made on request for Chaplains to visit at the Hospital.

# Billing Information

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## What charges do I have to pay for staying in hospital?

- Under the Health Regulations set down by the Minister for Health and Children, there is a compulsory In-Patient charge, up to a maximum stay of 10 days, in any consecutive 12 months, for patients who do not have a Medical Card. (Applicable to In-Patients and Day Cases) If you have paid this charge in full, or in part, to any other hospital within the previous 12 months, please bring evidence of payment – receipt etc. Payment is acceptable by cheque, cash, credit card or Laser Card.
- If you have a Medical Card, please bring it with you.
- Please ensure that all relevant Insurance Forms are completed in full, ensuring all details are filled in, prior to discharge. If you intend to claim **Social Welfare Benefit** while in hospital, please bring your PPS number with you. The attending Doctor will issue a Medical Certificate on request.
- If you have Private Health Insurance please bring details with you. If you are unsure whether or not you are covered for your admission to Cappagh National Orthopaedic Hospital, please check with your insurer prior to admission.
- If your treatment is as a result of a Road Traffic Accident, please bring your Solicitor's details with you. Road Traffic Accident patients are subject to a Road Traffic Accident charge and your account will be forwarded to your Solicitor for inclusion in your claim and is not payable until the claim is settled. The patient remains liable for this account when settlement is reached in the absence of payment from the Solicitor. However, the compulsory In-Patient charge is payable immediately on receipt of an Invoice from the Hospital.
- If you have any queries regarding your account, please contact the Patients' Accounts Department and they will assist you

**Phone: 01-8140 497/ 01-8140466.**

# Hospital Policies/Other Information

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## Students

Cappagh National Orthopaedic Hospital is a teaching hospital that mentors students from the Royal College of Surgeons in Ireland, University College Dublin, Trinity College Dublin and Dublin City University. Student doctors, nurses, etc. need to learn how to take histories, examine patients and communicate with them.

You may therefore meet a student in the ward or outpatient areas. You have the right to refuse to have a student involved, should you so wish. If so, please inform the Ward Manager of your decision. This will in no way affect your treatment.

We would hope that you would understand the need for students to learn in a supervised environment.

## Consent

If you are to have an operation, the Doctor will explain the procedure to you and then will ask you to sign a Consent Form.

A sample of the Consent form will be sent with your admission date for you to read and prepare any questions you may have.

## Complaints Policy

Cappagh National Orthopaedic Hospital guarantees that all complaints will be treated confidentially and will be processed in a timely and efficient manner in accordance with the Complaints Policy.

**Address all correspondence to:  
The Complaints Officer,  
Cappagh National Orthopaedic Hospital,  
Finglas, Dublin 11.**

**Direct Line 01-8140446.**

## No Smoking Policy

In line with current legislation and for a healthier environment Cappagh National Orthopaedic Hospital is a non-smoking Hospital. Patients who wish to smoke may use the designated external smoking areas.

### **Freedom of Information Act**

All applications under the Freedom of Information Act (1997) to be made in writing to the Freedom of Information Officer. Requests to be accompanied by two forms of identification one to be photographic. (i.e. copy of driver licence or passport)

**Freedom of Information Officer,  
Cappagh National Orthopaedic Hospital,  
Finglas, Dublin 11.**

**Direct Line 01-8140446.**

### **Medical Records/Confidentiality**

All information pertaining to your medical treatment is filed in your medical chart and kept confidential. Information regarding your treatment can be accessed via the Hospital's Routine Administrative Access Policy or under the Freedom of Information Act.

### **People with Special Needs**

We aim to meet the needs of people with Special Needs/Disabilities. To help us do this, please notify Nursing Administration in advance of any requirements needed to assist you during your stay in Cappagh National Orthopaedic Hospital.

### **Patient Comments**

We hope your stay in Cappagh National Orthopaedic Hospital will be as comfortable as possible. Hospital staff are always pleased to hear any comments or suggestions for improvements which can be made, so please do not hesitate to let us know. We welcome comments or suggestions that may help maintain or improve our standards and future patient care.

Comment Cards are available on all wards or you may contact the Quality Office on 01-8140307 or 01-8140308.

# Patient Rights

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You have the right:

- To expect a high standard of care
- To information concerning your treatment
- To informed consent including the risks involved in your treatment
- To privacy
- To courtesy
- To be treated with dignity
- To confidentiality
- To seek a second opinion
- To refuse to partake in the teaching of Medical Students or to take part in Clinical Trials
- To be treated with respect for your religious and philosophical beliefs
- To complain about any aspect of the hospital service
- To access your health records

In accordance with the Patient Charter produced by the Department of Health and Children

## FURTHER INFORMATION

For further information on the Hospital, please consult our website:

[www.cappagh.ie](http://www.cappagh.ie)

## Patient Care Committee

The hospital has a Patient Care Committee which meets 3 times each year. The objective of the Patient Care Committee is to ensure excellence in service delivery in accordance with the hospital's Mission statement and the ethos and traditions of the Sisters of Mercy. In order to fulfil this objective the committee has particular regard for the Patient's Charter and monitoring that the hospital is providing equitable, efficient, quality and patient focused services. This is done by ongoing review and development of hospital communication systems, hospital signage, catering facilities, patient complaint procedures and patient facilities. The committee also deals with any issues relating to patient care which are referred to it from time to time. The committee has a varied and full membership including the hospital Chief Executive Officer, Catering Manager, Director of Nursing, General Services Manager and two patient representatives. We very much value the input of our patient representatives and any feedback we receive from our patients as this assists us in improving our service for all patients.



**IM – CNOH-001 – Revision 001**

**Issue Date      July 2010**

**Review Date     July 2011**