

TAPION HOSPITAL
IN-PATIENT CARE BOOKLET



The aim of this booklet is to provide information for patients and their families before, during and after their medical treatment

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"Where the patient and their safety come first"

Welcome

From the moment you arrive at the Tapion Hospital, you are in good hands. We have a long tradition in care and aim to provide you with the highest quality attention and compassion. Our medical expertise is second to none and our staff has long been recognized for their warmth and capability.

The Hospital treats both public and private patients and works as part of the wider medical services community team. During your treatment, your well-being is our primary concern and we will do everything we can help make you feel as comfortable and relaxed as possible. It is important to us that you understand all aspects of your care so we encourage you to ask as many questions as you need to. If you have any queries prior to your start date or time, please do not hesitate to contact us directly. Our staff is always happy to talk to you about your condition and treatment at the Tapion Hospital.

Contact Details:

Tapion Hospital,
Tapion
Castries, St. Lucia
Tel: 1 758 459 2000
Fax: 1 758 459 2302
Email:
tapion@candw.lc
Website:
Tapion-hospital.com

Dedicated parking is available on the hospital grounds for you (though limited).

Opening Hours for visitors:

Commences at 07.00 and continues until 21.00, everyday. Children under 12 years old may not be allowed. It is advisable to seek permission at the nursing station first to allow children under 12 years old to visit in exceptional cases.

In the event of an emergency, the Accident and Emergency department is managed by a General Practitioner, and he or she assigned as scheduled is available 24 hours everyday.

Quality Assurance Checks & Maintenance Days

We have a fully comprehensive quality assurance and equipment maintenance scheme in place. To facilitate this, it is necessary to have scheduled maintenance days throughout the year, which unfortunately can mean disruption to appointment times. We will work with you to

ensure that your treatment is not significantly disrupted and that alternative appointment times are suitable for you. Our main priority is that your care is not adversely affected.

About Tapion Hospital

“Where the patient and their safety come first”

On Arrival at the Hospital Before Your Arrival

Your care is our main priority. Please ask us as many questions as you need to about your treatment and care. We strive to make your care and treatment as comfortable as possible.

Please ensure that you bring the following with you on admission:

- A list of your current medications
- Your insurance/medical cover details, if relevant we recommend that you are accompanied by your next of kin or a friend. Unless advised otherwise by your doctor you may drive to the centre for your admittance. On your first visit you will meet with your doctor called Consultant and members of the team who will look after you. Your past medical history will be discussed, you will be examined and treatment options will be discussed with you.

Information regarding your illness will be provided. Remember, our staff is always happy to talk to you about your condition and treatment. If you need more information please do not hesitate to ask at any point before or during your treatment. Pre Treatment Scans may be done before you start your medical treatment, you may be asked to attend the Radiology or nuclear centre for a scan to help the doctors in planning your treatment. This scan will take approximately 30 minutes. You may or may not need to fast prior to this. Any particular preparation required for this scan will be discussed with you on admission or at your initial consultation and confirmed when arranging your treatment dates either by letter or by phone.

On Arrival

On arrival in the hospital please check in at Nursing desk. The Nurse in charge will advise your team of your arrival and you will be asked to take a seat in the waiting area. Tea/coffee and other meal facilities are available from our Restaurant located on the ground floor area. The Restaurant opens at 8.00 a.m. and closes at 6.00 p.m. Meal Menus are available on the Wards.

Patient Consent

It is the policy of the hospital to obtain informed, written consent from the patient prior to starting your treatment. If this is not possible consent will be requested from your guardian/next of kin. You have the right to refuse or discontinue treatment at any time. Please discuss with a member of the medical team if you so wish. Multi-Disciplinary Teams, your medical team – consultant,

and nurse attend regular in-house multi-disciplinary team meeting. This is a meeting made up of doctors, nurses and other health care professionals who meet regularly to agree how best to treat patients. This greatly benefits your care as your diagnosis and treatment options are fully reviewed by a wide panel of experts.

Clothing/Gowns

You may be asked to wear a gown while receiving your treatment. Please speak to one of the nurses if you feel uncomfortable about this.

Privacy

All efforts will be made to ensure your privacy. Your condition will only be discussed with you and only those directly involved in your care plan. If you have any special needs please inform a member of the medical team.

Your Care at the Hospital

We believe that both families and friends play an important role in the care process. We welcome and encourage them to accompany you or participate with permission from the medical team in your treatment and to meet with your medical team with your agreement.

During your treatment you will be reviewed regularly by your team and daily by your doctor/Consultant, or assigned in-house physician. Any update on your condition and/or alteration in your care programme will be advised to you by the medical team. If you would like another person to attend consultations and meetings with you and to act as your 'representative', please let us know so that we can facilitate this.

Your Care at the Hospital

Continued

Preventing the Spread of Infection:

The hospital follows best practice guidelines in order to prevent infections. There are certain things that you as a patient can do to further reduce infection risks:

- Hand washing is the most effective way to prevent the spread of germs and infections
- It is especially important after using the toilet or before touching any surgical site, to wash your hands
- Ask friends and family who have colds, stomach bugs or other infections not to visit the hospital.

Pastoral Care

There is a full time catholic pastoral care team in hospital. There are also ministers from other denominations visiting regularly on request. Please contact a member of our team if you wish to access this service.

Smoking Policy

The Hospital recognizes the harmful effects of smoking and promotes a smoke free environment. Smoking is prohibited in the building and surrounding areas. If you are a smoker and would like to quit smoking please speak to your doctor or nurse about options available to you.

Children at the Centre

Children as in-patients are welcome at the hospital. However in the interest of their safety and the comfort of all patients attending the hospital, we ask that they are supervised at all times.

Valuables

The hospital does not accept responsibility for valuables including money or jewellery. We encourage you to keep them with you at all times or preferably, to leave them at home.

Comment Cards/Letters/Notes

We welcome your comments and suggestions regarding any aspect of your care and would appreciate you taking the time to complete an exit pole sheet will be handed to you by the admission clerk after payment arrangements of hospitalization fees, and prior to admission. These are also available at the Nursing station. If you are unhappy with any aspect of your care please inform a member of staff so that we can deal with it in a timely manner.

If you wish to make a complaint it will be dealt with according to our policy and you will be issued with a response promptly through our customer care co-ordinator at ext: 2306.

Patient Charter

Your Rights

Medical Care and Treatment:

- In your best interest and in a timely manner
- Considerate and respectful care, which acknowledges your spiritual beliefs
- In a safe and clean environment Information
- About your medical condition
- The names and positions of staff involved in your care

Consent

- You are entitled to participate in decisions on medical investigations and treatments
- You will be asked to give your consent prior to treatment

Confidentiality

- All personal and medical information will be treated as strictly confidential

Privacy

- Reasonable privacy during interviews and examinations

Complaints

- You are entitled to make a complaint
- Complaints are dealt with fairly and promptly and you will be informed of the outcome

It is the aim of Tapion Hospital to provide and maintain excellent standards of care for our patients. Our Patient Charter outlines your rights and responsibilities.

You can expect that we will inform you of your rights and responsibilities and that we will respect your rights.

Your Responsibilities

- To provide accurate and complete information about any past illness, medications and other facts that may affect your healthcare
- To provide accurate and complete financial and health insurance information, if applicable
- That you and your visitors show consideration for your fellow patients, their families and hospital staff
- To keep your appointments and follow up care.
- To cancel and re-schedule appointments as soon as you know you cannot attend
- To participate in decisions regarding your care
- To comply with care decisions agreed upon
- To comply with the hospital's Health and Safety policies, including our smoking policy

Complaints Procedure

If you are dissatisfied with any aspect of the care or services we provide, please inform the staff member you are dealing with as soon as possible.

We aim to resolve complaints at the earliest opportunity. If you are not satisfied with the response you receive please ask to speak with the person in charge to discuss your complaint and if necessary, to avail of our formal complaints procedure.

Formal Complaints

Formal complaints should be made in writing to the Department Manager or Nursing Director

What Happens Next

- Your complaint will be dealt with as soon as possible.
- The details of the complaint will be investigated fully.
- Within latest one week from the date of acknowledgement you will receive a response from us
- You will be provided with an explanation of the findings of the investigation and actions taken.

Support Services

Patient support is available from medical and nursing staff on site at the hospital and also through the wider medical services support system. Direct referral is available to the following:

- Dietician
 - Social worker
 - Clinical psychologist
 - Therapists
- Hospital, Limerick

Restaurant/Canteen

The hospital restaurant is opened to the patients for meals at the following times:

Breakfast: 08.00 – 10.00
Lunch: 12.00 – 14.00
Supper: 18.00 – 19.00

To the public:

Breakfast: 08.00 – 10.00
Lunch 12.00 – 15.00
Snacks, all day up until 18.00

Your Treatment

Be an Active Partner in Your Treatment. Like all doctors who treat patients will want to work with you as a partner in your treatment. To get the most from this partnership, you need to:

- Become informed about the treatment and what to expect
- Ask questions when something is unfamiliar or of concern
- Become involved in decisions about your care

At Tapion hospital we believe in working together with patients to ensure that we provide and maintain excellent standards of care

The Medical Team

In addition to your consultant who is taking care of you, there is a team of people involved in your care, who all work together to make your treatment as comfortable as possible.

The Consultant, or (Anaesthetist or Surgeon if required for surgical intervention), this is the doctor/doctors who will decide on the best course of treatment for your condition. He/she is involved in the management of your treatment and your ongoing care, oversee your care and are central to your experience in the hospital.

The Nursing Staff

The clinical nurses assigned to your care will act as contact persons for you in relation to information, support, and management of side-effects as well as monitoring your well being throughout the course of your treatment.

The Dietician

Depending on your condition you may be referred to a dietician to assist you with your dietary requirements.

In-patient Wards and Private Rooms

Only the Mother or a female relative of a child is allowed to sleep overnight in the children's Wards.

Nursing mothers are allowed their babies in private rooms if permitted.

Only one adult relative is allowed to sleep in Private rooms, and **not** in the general Wards.

Patient care is our main priority and we strive to make your visit to Tapion hospital as welcoming as possible. Feedback from our patients is really important and we look forward to your comments and suggestions.

Tapion Hospital

*A Heritage in Care
A reputation in Excellence*

