

**South Infirmary - Victoria University Hospital  
Old Blackrock Road, Cork**

**Tel: (021) 4926100**

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**[www.sivuh.ie](http://www.sivuh.ie)**

*A Teaching Hospital of  
University College Cork*



*Patient Information  
Booklet*

*“To all who come in contact with the South Infirmary  
– Victoria University Hospital and the services we  
provide, we welcome you to the hospital and hope that  
this information booklet will assist you. All our staff  
members will endeavour to be as helpful as  
possible...”*

**Gerard O’Callaghan**

**Chief Executive**

### *Hospital Mission Statement*

We at the South Infirmary-Victoria University Hospital are committed to providing the highest quality service to all our patients in a friendly, safe and caring environment. We endeavour to encourage good interpersonal relationships and an efficient, effective workforce through education, motivation and encouragement. We aim to provide individual patient centred care to each patient and their families.

*Táimid in Ollscoil Otharlann an Deiscirt-Ospideal Victoria Teoranta tugtha don chaighdeán fhreastal is airde a sholathar don uile othar i dtimpeallacht cáirdiúil, sábháilte agus aireach. Chothaimid lucht oibre atá éifeachtach, cumasach le dea-chaidrimh pearsanta tré oideachas, spreagadh agus chothú. Tá sé mar aidhm againn aire indibhidiúil othar-lárnach a chur ar fáil do gach othar agus a ghlann.*

January 2005

### ***Information about the Hospital***

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The South Infirmary Hospital and the Victoria Hospital joined together in January 1988 to become the “South Infirmary - Victoria Hospital Ltd”. In 2005 “University” was added to the name to reflect our strong links with University College Cork. The Hospital is a 263 bed acute voluntary teaching hospital and caters for both public and private patients.

The South Infirmary - Victoria University Hospital (SIVUH) operates a 24-hour Emergency Department and is the regional centre for Ear, Nose & Throat and Dermatology services. The hospital is a key centre in the HSE, Southern Area for the treatment of breast cancer and for Gynaecological Oncology services. The hospital plays a leading role in Cardiology, Endocrinology, Rheumatology and Medical Oncology services in the region. There are seven operating theatres in the hospital and 2 modern day care facilities (i.e. Day Surgery Unit/Day Medical Unit) with their own operating theatres. The Day Surgery Unit includes a Pre-Admission Assessment Clinic. Services are continually developing and expanding at the hospital.

## *Information about the Hospital*

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The following services are provided:

- Anaesthesiology
- Audiology
- Cardiology/Chest Pain Assessment Clinic / Cardiac Rehabilitation
- Chaplaincy
- Day Medical Unit
- Day Surgery Unit including Pre-Admissions Assessment Clinic
- Dermatology
- Dietetic Department
- Discharge Co-ordinators
- Ear, Nose & Throat / Head & Neck Oncology
- Emergency Medicine
- Endocrinology / Diabetic Medicine
- General Internal Medicine
- General Surgery including Breast Care
- Gynaecology including Oncology
- Medicine for the Elderly
- Occupational Therapy
- Oncology / Palliative Care
- Ophthalmology Consultation Services
- Pastoral Care
- Pharmacy
- Phlebotomy
- Physiotherapy
- Plastic Surgery
- Podiatry
- Radiology
- Rheumatology
- Social Work Department
- Speech & Language Therapy
- Sexual Assault Treatment Unit

## GENERAL INFORMATION

### Car Parking

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Car Parking is very limited in the South Infirmary - Victoria University Hospital, so allow plenty of time to find parking. Please park only in the spaces provided. You must pay for the use of the car park at the barrier on the way out. The Victoria Complex car park is not a public car park.

**Please Note:** Disc parking, and clamping is in operation on the streets around the hospital. Parking discs can be bought in the hospital shop inside the main entrance to the hospital, and in the shop across the road.

### Disabled Parking

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Two designated disabled parking spaces are available. One next to the Main Hospital Entrance Door, and one just outside the Out-Patient Department. Additional disabled parking spaces are located on the Old Blackrock Road near the entrance to the South Infirmary Complex.

### Visiting

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We welcome visitors to our hospital and realise how important such visitors are to the well-being of our patients. However, we also consider patients need for rest and privacy. There may be occasions when visiting will have to be restricted and you will be informed of this.

Children must be under direct parental / guardian supervision at all times.

Visiting times:                    2pm - 4pm & 7pm - 8.30pm

*Arrangements may be made outside these hours if needs be.*

Visiting hours for the Children's Ward are unrestricted. Any requests regarding parent / carer requiring overnight stay should be made to the Clinical Nurse Manager/Deputy.

Visitors may be asked to leave during doctor visits to allow for patients' privacy.

Patients are asked not to have flowers brought/delivered while in hospital for hygiene/infection reasons.

## *Catering*

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### *Mealtimes for Patients*

Breakfast	8.00am
Lunch	12.30pm
Tea	4.30pm

- A snack is served to patients at around 10am and 8pm.
- If you have special dietary needs or concerns, please discuss these with ward staff.

### *Public Cafeteria*

There is a public cafeteria inside the main entrance of the South Infirmary Complex on the right. A selection of light meals and snacks are available here.

Opening Hours: 9.30am - 7.30pm; Monday to Friday.

The Cafeteria is closed on Saturday and Sunday.

Relatives may be facilitated in the staff restaurant at weekends between 7.30am and 5.00pm.

### *Vending Machines*

*These are in the following areas:*

Emergency Department waiting room (Tea, Coffee, Hot Chocolate)

Next to Hospital Shop (Water, minerals)

Victoria Complex ground floor corridor (Minerals only)

### *Shop*

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The hospital shop is in the main hall, beyond the main reception. Toiletries, newspapers, magazines, greeting cards, ice cream, fruit, drinks, chocolates, sweets, Rehab Lotto tickets etc can be bought here. Stamps, parking discs and telephone call cards can also be bought here.

Opening hours: 7.30am - 9.00pm (Monday to Friday)

8.00am - 9.00pm (Saturday & Sunday)

A shop trolley goes to the wards each day between 9.30am and 11.00am.

## *Telephones*

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Public card / coin phones are situated throughout the hospital in the following areas:

- Inside the South Infirmary entrance door.
- Outside the Surgical Day Unit (1st floor, South Infirmary)
- Victoria Complex Reception
- Gynaecology Ward (1st Floor, Victoria Complex)

Telephone call cards can be bought at the hospital shop.



THE USE OF MOBILE PHONES IS FORBIDDEN within the hospital as they may interfere with vital medical equipment.

## *Telephone Enquiries*

Enquiries should be made by one agreed spokesperson for the family/patient where possible.

In order to protect patient confidentiality, any information given over the telephone is kept to a minimum. You can telephone the hospital (021) 4926100 and ask for the ward you want.



## *Public Toilets / Wheelchair friendly Toilets*

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Public toilets are located throughout the hospital. Wheelchair friendly toilets are in the General Out-Patient Department, Ground Floor Victoria Complex, Oncology Department, Staff Restaurant, Pathology Department, Emergency Department and various wards.



## *Baby Changing facilities*

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These are in the General Out-patients Department. Please ask for the key at Main Reception.

 **Smoking**

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There is a NO SMOKING POLICY in this hospital

 **Television**

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There is a television on each ward. Please do not bring televisions into the hospital. Personal Music Systems (e.g. radios, MP3 players) are allowed. If using a radio without earphones, please give consideration to other people in the area.

 **Hairdressing**

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The hairdresser visits weekly and on request. Please contact nursing staff for further details. This service is paid for by the patient.

 **Cultural & Spiritual Needs**

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The hospital staff respect the personal beliefs and culture of each individual. Spiritual support is available for all denominations should it be requested.

The hospital Chaplains are available 24 hours a day to minister to the sick, their families and hospital staff.

The pastoral care room is available for relatives of patients if a need arises.

The hospital Chapel is located at the back of the car park. All are welcome to attend the chapel.

Opening Hours: 9.00am - 6.00pm (Daily).

Mass Times: 9.30 a.m. Sunday

### ***While in Hospital***

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During your hospital stay, you will be admitted under the care of, and given the name of a senior doctor called a Consultant. The Consultant and/or medical team will carry out regular ward rounds and you will be able to ask questions. In addition, you and your family may arrange to speak with a member of your Medical team by appointment. Please speak with nursing staff for further details.

During your stay it may also be necessary to refer you to other departments in this or another hospital, for tests, treatments etc.

Please tell us if your hospitalisation causes undue hardship for your family at home, so we can help you.

### ***For Your Stay***

- Wear non-slip shoes or slippers when out of bed.
- All jewellery including body piercing (navel rings etc) must be removed before surgery.
- Inform the nursing staff if you want to leave your ward.
- Report immediately any faulty equipment, spillage or other potentially dangerous situation.
- If you wish to have a chaperone present during examination, please inform the examining doctor or clinical nurse.
- **Permission to leave the hospital during your stay must be granted by a doctor.**

### ***Valuables & Money***

The hospital does not accept responsibility for any items that you keep with you during your hospital stay. Please send valuables, jewellery, medication and clothing home where possible. Where this is not possible, valuables should be handed over to the

### *Special Needs*

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Our staff are very aware of, and highly committed to addressing the special needs of each of our patients. You may have a mobility, communication, vision, hearing or literacy difficulty. Every effort will be made to accommodate your needs. If you have a special need, please make it known to the ward staff on your admission. If you wear glasses or a hearing aid, please bring them with you to the hospital. An Interpreter service is available at the hospital.

### *Going Home from Hospital*

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Every effort will be made to prepare you and your family for going home. You will be given as much notice as possible when going home, however, in certain cases this may only be a few hours.

You will be expected to vacate your bed by 11am on the day you are leaving to facilitate the admission of new patients. Your co-operation in this regard will be most appreciated. Special circumstances may be discussed with the Clinical Nurse Manager/Deputy.

On leaving the hospital you will be given a prescription for any drugs you may need to take when at home and details of follow up appointments, if any.

If you are not sure about any aspect of your discharge we would advise and encourage you to speak with the Clinical Nurse Manager/Deputy.

## *Audit/Research*

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As a teaching hospital, staff in the hospital regularly take part in research, audit and clinical trials.

During your stay in the hospital, you may be asked to be involved in research / audit / clinical trials. If you do not wish to be involved you are free to decline. This will not affect your treatment.

Any research or clinical trials undertaken by the hospital have first to be passed by the Cork Teaching Hospitals Ethics Committee and then the Board of Directors of the hospital. The consent of every patient must be obtained before being involved in research or clinical trials.

Often patient records may be used for the purpose of audit. Only appropriate staff members get access to patient records and any results of audit, research or clinical trials that are published are done so without any individual patient identifiable details. Confidentiality is protected at all times.

All audit, research and clinical trials carried out in the hospital are performed to improve patient care and improve the quality of service we provide. If you have any queries, you may contact a staff member to discuss the above during your stay.

## *Rights of Hospital Patients*

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As a patient in our hospital, we wish to advise you of a document called "A Charter of Rights for Hospital Patients".

This document sets out exactly what patients have a right to expect when they make use of Hospital services. Should you wish to read this document, ward staff will tell you where you will find a copy. A summary of the Charter of Rights for Hospital patients is posted at various locations throughout the hospital including the Main Reception.

### *Comments, Suggestions and Complaints*

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We welcome compliments when you are pleased with our service but please tell us if you are dissatisfied in any way. This helps us to improve our service to you. If you are unhappy with our service, please make this known immediately to the relevant hospital staff, so they can help you with the issue.

If the matter is not dealt with to your satisfaction or should you wish to make a formal complaint, you may address this to the Patient Complaints Officer at this hospital who will arrange to have your complaint investigated through the appropriate channels. The Patient Complaints Officer may also be contacted by telephoning the hospital reception at telephone number 021- 4926100.

Patient feedback is important to us as we continuously try to improve the quality of service we offer to patients and their families. You can help us by completing a Patient Satisfaction Comment Card and putting the completed card in the box provided (the boxes are located on the walls throughout the hospital).

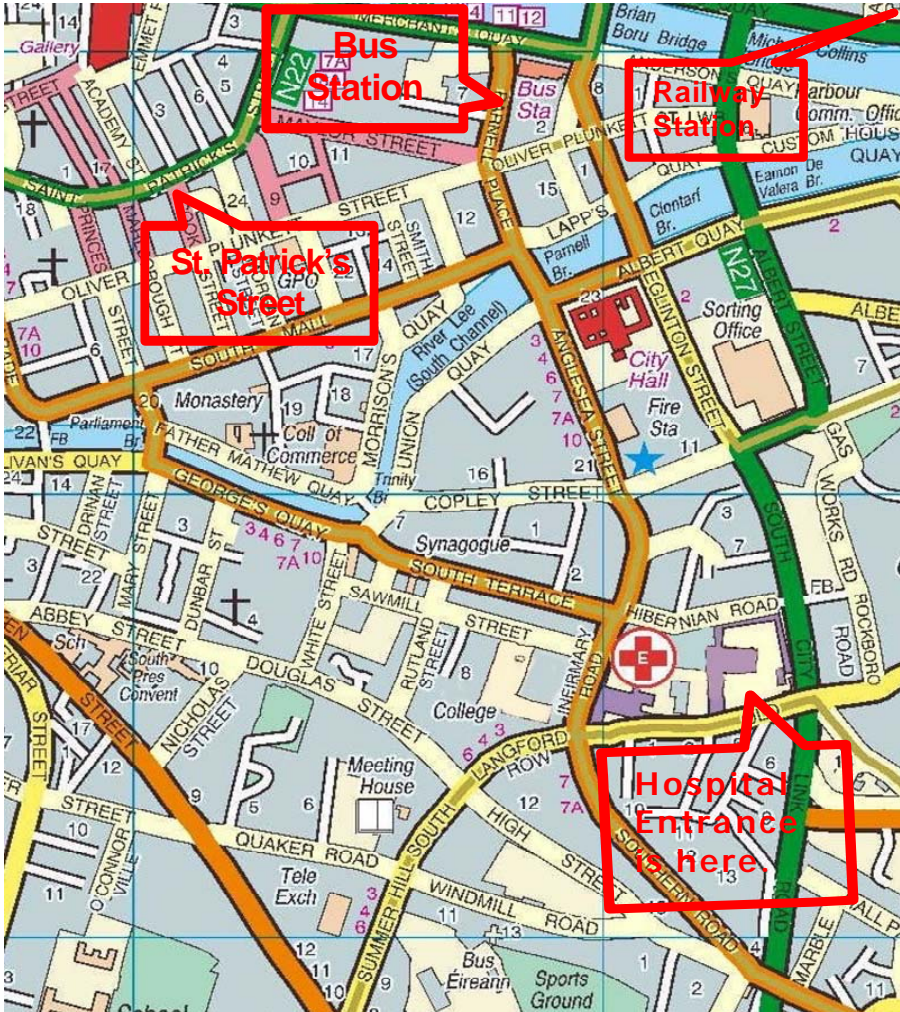
### *How to find the Hospital*

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The hospital is situated near the City centre on the Old Blackrock Road beside the junction of Infirmary Road, Old Blackrock Road, Southern Road and Langford Row. Cork City is served by a bus and rail service.

Bus no. 3 and Bus no. 7 from St. Patrick's Street (city centre) to Southern Road and Bus no. 6 from South Mall to Langford Row.

# CITY MAP



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## South Infirmary - Victoria Univer

South Infirmary Complex	Areas within Link Corridor
<b>Ground Floor</b>	
Accident & Emergency Department	Staff Restaurant
Admissions Department	Toilets – including Wheel Chair Friendly Toilet
Audiology	Medical Social Worker
Public Cafeteria	
Day Medical Unit	
Ear, Nose & Throat Out-Patient Department	
General Out-Patient Department (Toilets – including Wheel Chair Friendly Toilets)	
Main Reception	
Hospital Shop	
Intensive Care Unit	
Pastoral Care Room	
Radiology (X-ray) Department	
Female Surgical Ward	
Male Surgical Ward	
Wound Management Clinic	
Public Toilets	
<b>First Floor</b>	
Children's Ward Unit A	
Female Medical Ward	
Male Medical Ward & Unit B	
Day Surgery Unit / Pre Admission Assessment Clinic	
<b>Second Floor</b>	
Cardiology Department / Chest Pain Assessment Unit	
Private Wards	

Other Relevant Area's Outside of Main Building	
Area/Department	
Hospital Chapel	When leaving the main
Patient Accounts Department	When leaving the main hand side of Hospital
Oncology Unit	Building opposite main
Breast Unit	Building opposite main
Pathology Department	Building opposite main

# University Hospital

<b>Victoria Complex</b>	
<b>Ground Floor</b>	
	Dermatology Department
	Discharge Co-ordinator
	Genito Urinary Medicine Clinic
	Victoria Out-Patient Department
	Toilets – including Wheel Chair Friendly Toilets
	Medical Rehabilitation Unit
	MRI Centre
	Speech & Language Therapy Department
	Victoria Complex Office
	Occupational Therapy Department
	Sexual Assault Treatment Unit
<b>First Floor</b>	
	Gynaecology Ward
	Physiotherapy Department
	Cardiac Rehabilitation Room
	Private Rooms 15 - 18
<b>Second Floor</b>	
	Morris Corridor / Private Rooms 19 - 31
	Diabetes Centre
	Dietician

<b>Directions</b>	
	in door to Hospital, turn left. It is located at the end of the car-park.
	in door to Hospital, turn left. It is located at the end of the car-park to the right of Chapel.
	n door to Hospital
	n door to Hospital
	n door to Hospital

### *Requesting your Medical Records*

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If for any reason you wish to ask for a copy of your Medical Records, please contact the Freedom of Information (FOI) Officer by telephoning the Hospital Reception at telephone number 021-4926100

### *In the event of a Fire or other serious incident*

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- ~~The fire alarm will sound. Please do not panic. Staff are trained to manage the situation. You may be involved in a fire drill.~~
- Staff will help all patients to leave the building if necessary.
- Do not re-enter the building for any reason unless you are told to do so.
- Do not use the lifts.
- Escape routes out of the building are displayed on the wall in your area.
- Signs are also in place to assist you leaving the building.

### *Conclusion*

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Thank you for reading our Patient Information Booklet. Please remember that the hospital staff are here to assist you and feel free at any time to look for advice. We trust your stay will be as comfortable and pleasant as possible. We extend our sincere wishes to you for a complete and speedy recovery.

**Booklet updated: 2006**

