



P A R E N T     H A N D B O O K

## *WELCOME*

You are very welcome to Our Lady's Hospital for Sick Children, Crumlin.

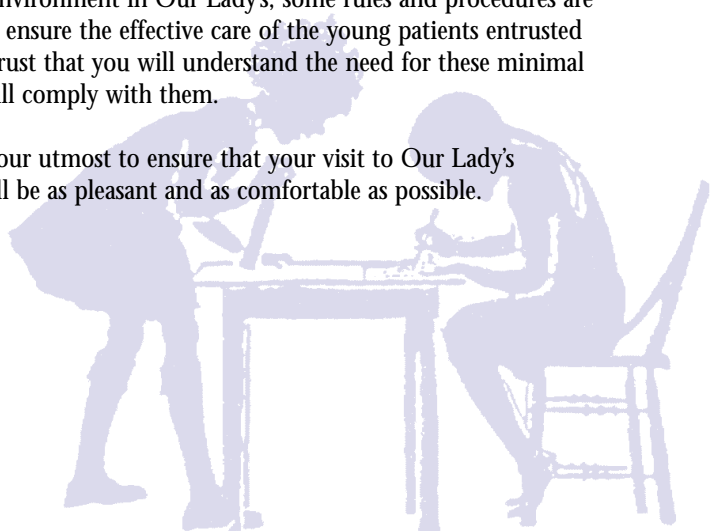
We fully understand that a sick child, particularly one being admitted to hospital for the first time, is very vulnerable and has special needs. We are aware that parents/guardians/carers, and the whole family, may be upset when a child is admitted to hospital.

We would like to reassure you that while your child is a patient in Our Lady's Hospital he/she will benefit from the best treatment and most modern technology available in paediatrics. Our doctors, nurses and all staff members are specially trained for this purpose and are whole-heartedly committed to providing the best possible care for sick children.

We have prepared this handbook to give you some information on the hospital. Please read it before your child is admitted. It will help you to talk to your child before he/she is admitted.

While every attempt is made to provide a child friendly and family orientated environment in Our Lady's, some rules and procedures are necessary to ensure the effective care of the young patients entrusted to us. We trust that you will understand the need for these minimal rules and will comply with them.

We will do our utmost to ensure that your visit to Our Lady's Hospital will be as pleasant and as comfortable as possible.



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## 1

**PREPARING YOUR CHILD FOR ADMISSION  
TO HOSPITAL**

It is important that you talk to your child about going to hospital. If it is a new experience, your child may be unsure about the hospital environment. If they know what to expect in advance the experience will be less threatening for them.

To help you do this we have prepared the following guidelines:

- *We recommend that you explain to your child, according to his/her age and understanding, the reason why he/she is being admitted to hospital.*
- *Emphasise that it will only be temporary and explain what will happen.*
- *It is important to be open with your child. So, if something will hurt, tell him/her that it will hurt.*
- *Tell your child that it is normal to feel frightened and that he/she may cry.*
- *Encourage your child to ask questions and express his/her feelings.*
- *If you have arranged to stay overnight in the hospital, tell your child and if not, reassure him/her that you will visit frequently.*
- *Involve your child in packing for the hospital stay and include a favourite toy.*
- *Teenagers should be encouraged to talk about going to hospital as they may give the impression that they understand more than they do. Talking to them and involving them in discussions about their care will help them feel more in control.*

The Association - Children in Hospital Ireland - has helpful literature on children going to hospital. These leaflets may be obtained from our Admissions Office.

## DATE AND TIME OF ADMISSION

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Your child's admission letter will tell you the date when a bed will be available and the time you should arrive at the hospital. On the morning of admission, please telephone the Admissions Department, 409 6120, to confirm that there is a bed available for your child.

**This does not apply to Day Cases.**

If it is not possible for you to bring your child for admission on the date given, please telephone the Admissions Officer, 409 6120, immediately. You will be given an alternative date as soon as it can be arranged.

## WHAT TO BRING TO THE HOSPITAL

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To help you we have prepared a list of items that your child will require during his/her stay in hospital:

If your child is under 2 years:

- |   |                            |
|---|----------------------------|
| • Nappies - disposable                  | • Barrier Cream            |
| • Soap - replace as needed              | • Talc                     |
| • Cotton buds                           | • Towels                   |
| • Night attire                          | • Activity or game to play |
| • Face cloth/soap/sponge for nappy area |                            |

If your child is over 2 years:

- |   |   |
|---|---|
| • Day clothes                           | • Pyjamas/nightdress (at least 2 changes) |
| • Dressing-gown                         | • Slippers or shoes and socks             |
| • Change of underwear                   | • Nappies - if wearing them               |
| • Towels                                | • Toothbrush/toothpaste                   |
| • Face cloth/soap/sponge for nappy area | • Hair brush/comb                         |
| • Shampoo                               | • Activity or game to play                |

The hospital authority is unable to accept responsibility for loss or damage to patients' clothing or valuables.

## MEDICATION

If your child is on medication, please bring balance of medication, prescription or prescription book and give it to the Sister or Staff Nurse in charge.

## SPECIAL FEEDS

If your child is on special feeds, please bring details.

## **BREASTMILK FEEDING**

Our Lady's Hospital for Sick Children believes that in general breastmilk feeding is the healthiest way by which a woman can feed her baby. The hospital recognises the important benefits that breastmilk feeding provides to both the nursing mother and her baby.

Every endeavour will be made by the hospital to provide encouragement and active support to a mother who chooses to feed breastmilk to her baby. The hospital will also ensure that the nutritional requirements of the sick breastmilk-fed baby are adequately met throughout the stay in hospital and on discharge home.

## **4**

### *GETTING TO THE HOSPITAL*

#### **LOCATION & ACCESS**

The Hospital is located in the Southwest suburbs of Dublin City, bordered by the Western Parkway (M50), Naas Dual Carriageway, Grand Canal and Crumlin Road.

There are major road links to Crumlin from Dublin City Centre, Tallaght, Clondalkin and Ballyfermot.

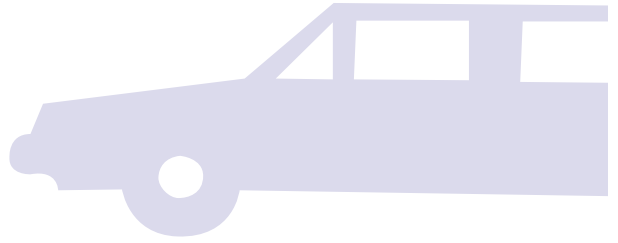
From the country, access to Crumlin is as follows:

- North and Northwest via the M50 or Airport Road through Islandbridge.
- South via the Naas Dual Carriageway; exit at Longmile Road.
- Southeast and Coast Road via the South City suburbs of Dundrum, Rathfarnham and Kimmage.
- West via the Chapelizod bypass and direct link to Longmile Road.

A map at the back of the handbook shows the principal routes from the country and approach roads to Our Lady's Hospital, Crumlin.

#### **PARKING**

Our Lady's has car parking facilities. There are two car parks close to the front entrance for which there is a charge.



## **PUBLIC TRANSPORT**

The following buses pass the hospital:

- *No. 18, Sandymount - Ballyfermot - Palmerstown*
- *No. 123, Marino - O'Connell Street - St. James' Hospital - Drimmagh (City imp - high frequency mini bus service)*
- *No.121, Ratoath Road, Cabra - Drimmagh*
- *No. 122, Navan Road - Drimmagh*
- *No. 50, Willington Roundabout - Eden Quay*
- *No. 56A, Eden Quay - Tallaght (The Square)*
- *No's 77 & 77A, Eden Quay - Jobstown - Tallaght (The Square)*
- *No. 210, Liffey Valley, Neilstown - Coombe Hospital*
- *No. 150, Fleet Street - Rossmore*
- *No. 613, - College Green - Liffey Valley*

*(Designated stops only - morning and evening service,  
Monday to Friday only)*

A bus guide is available in the hospital shop



## 5

**WHAT TO EXPECT AT ADMISSION**

When you arrive at the Main Entrance to the hospital, go directly to the Admissions Office on the ground floor. You will be seen by the Admissions Officer, who will obtain patient data and insurance/eligibility cover information.

Your child will be given an identity bracelet and you will be directed to the ward. In the ward you will be met by the ward Sister or Staff Nurse, who will take you and your child to his/her bed. Your child will be given a medical examination.

For further information, please refer to your admission form.

## 6

**ENQUIRING ABOUT YOUR CHILD'S PROGRESS**

If you require information about your child's illness, treatment or tests, ask the Ward Sister or Staff Nurse. If necessary, she can arrange for you to see the doctor in charge of your child. Do not be afraid to ask the doctor or nurse anything you wish to know. He/she will tell you what is happening to your child and how he/she is progressing.

**WARD STAFF:**

You may have contact with staff from different disciplines, who can be identified as follows:

**UNIFORM COLOUR**

<b>Sister:</b>	<i>Green Tunic &amp; Navy Trousers</i>
<b>Staff Nurse:</b>	<i>Sky Blue Tunic &amp; Navy Trousers</i>
<b>Student Nurse:</b>	<i>White Tunic &amp; Navy Trousers</i>
<b>Nurse's Aide:</b>	<i>White &amp; Navy Striped Shirt/Navy Trousers</i>
<b>Ward Clerk:</b>	<i>Red Jacket/Navy Skirt/Trousers</i>
<b>Household:</b>	<i>Light Green Tunic/Grey Trousers/Green Dress</i>
<b>Volunteers:</b>	<i>Purple Tee-Shirts</i>

*Medical and Health Care Professionals "civvies". These professionals can be identified by I.D. badges*

**TELEPHONE ENQUIRIES:**

When making telephone enquiries, please give your child's full name and the name of the ward. Information about a particular child will be given only to the parents/guardians.

## VISITING POLICY

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The visiting policy of Our Lady's Hospital has been developed to protect your child, your family and other visitors. Please ask your relatives and friends to comply with the guidelines.

- *You may visit everyday and are encouraged to spend as much time as possible with your sick child while he/she is in hospital.*
- *Brothers and sisters of the child may visit for short periods of time at the discretion of the Ward Sister or Staff Nurse. Children under 14 years of age should be accompanied by an adult. You are responsible for the control, care and safety of visiting child/children.*
- *Please do not leave your children unsupervised on landings, hallways or on lift areas.*
- *Please limit visitors to two at any one time.*
- *Children, including child patients, must be accompanied by an adult when using the lift, or leaving the ward for school, shop, etc.*
- *You must inform the Sister or Staff Nurse before taking your child out of the ward.*
- *As children are susceptible to infections, please do not visit your child without first consulting with the Ward Sister, if anyone in the family has been in contact with any kind of suspected infectious complaint e.g. measles, diarrhoea, vomiting etc.*
- *Please do not eat in the presence of your child or other children who are fasting.*
- *Patient cubicles in ward areas are cleaned between the hours of 10.00 a.m. and 12.00 noon. Parents and visitors should vacate the cubicle when cleaning is in progress.*
- *Please note, for security reasons the front door to the hospital will be locked at 10.00 p.m. Visitors - other than parents - should leave the hospital by this time.*

Your co-operation in these matters will help nursing, medical and household staff in their work.

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**PARENTS' ACCOMMODATION**

If you would like to stay in the hospital with your child, we can offer you accommodation in the Parents' Accommodation Unit, on the second floor, which is reached by the stairwell near the canteen.

The Parents' Accommodation Unit consists of single and double rooms, bathrooms, sitting rooms and a kitchen, where light snacks may be made.

As the number of rooms is limited, it would be helpful if you could advise us of your requirements as early as possible.

There is a reasonable charge for the use of the parents' rooms. If the charge causes difficulties for you and your income is from Social Welfare, your Community Welfare Officer may be able to assist you, before you come to the hospital.

Fold-up mattresses are available for parents to stay on the ward. Only one parent at a time may stay on the ward overnight with their child. You are requested to provide your own sleeping bag, pillow, etc.

For parents who are staying overnight on the wards, coin operated shower facilities are available on the first floor and can be reached by the stairwell near the canteen. Parents must provide their own toiletries and towels.

To arrange hospital accommodation, please contact the Accommodation Officer, on 409 6622, between 10.00 a.m. and 4.00 p.m. or between 6.00 p.m. and 11.00 p.m.

The Accommodation Officer or Admissions Office can also provide information on approved Bed & Breakfast accommodation in the locality.

**PARENTS MEALS**

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You are welcome to dine in the Hospital Canteen at specific times throughout the day.

**Monday - Friday**

**Morning : 8.30 am - 11.30 am**  
**Lunch : 12 noon - 2.00 pm**  
**Afternoon : 2.00 pm - 4.20 pm**  
**Tea : 5.00 pm - 6.20 pm**

**Saturday - Sunday - Bank Holidays**

**Morning : 8.30 am - 11.30 am**  
**Lunch : 12 noon - 2.00 pm**  
**Afternoon : 2.15 pm - 4.00 pm**  
**Tea : 4.15 pm - 5.30 pm**

Please note the different times for Saturday and Sunday lunch and afternoon tea. Details are posted outside the canteen.

Vending machines which provide drinks and snack foods are located in and adjacent to the Canteen. There is also a tea/coffee vending machine in the Household Dining Room beside the kitchen.

**Coffee Doc** is situated beside the Out Patients Department. Tea, coffee and light snacks are available. It is open during the following hours:

<b>Monday - Friday</b>	<b>Saturday &amp; Sunday</b>	<b>Bank Holidays</b>
9.30 am - 5.00 pm 7.00 pm - 9.00 pm	2.00 pm - 5.00 pm	Closed

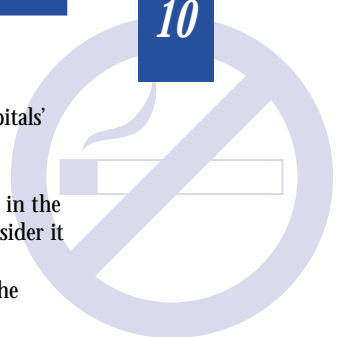
**NO SMOKING POLICY**

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In order to provide a safe environment for patients, parents and staff, this hospital is a non smoking hospital.

This hospital is a member of the 'European Network of Smoke-Free Hospitals' and therefore actively discourages smoking in the hospital.

Parents and visitors are requested not to smoke while attending or staying in the hospital; however, in exceptional circumstances where parents/visitors consider it is necessary to smoke, they must use the designated smoking area. The designated smoking area for parents and visitors is a 'smoking shelter' at the front of the hospital, to the left of the main entrance.



Your co-operation with this policy is requested.

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*LAUNDRY*

Parents are responsible for laundering their children's clothes.

Laundry facilities are provided in Parents' Accommodation Unit on the second floor, for parents who are resident in the hospital.

Parents are asked not to wash clothes in the ward areas.

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*SOCIAL WORK DEPARTMENT*

We recognise that this is a very stressful time for you and your child and that you may need support.

Members of the staff of the Social Work Department in Our Lady's are available to help and advise on personal, family and other problems which may arise during this stressful time. They will be pleased to meet you and offer support if requested. In addition, while your child is in hospital, the doctor may ask you to meet with the Social Worker in relation to your child's illness.

The Social Work Department is located in the Out Patients Department on the ground floor and staff members can be seen there from 9.30 a.m. to 5.00 p.m.

**CHAPLAINCY DEPARTMENT**

The aim of Our Lady's Hospital is the healing of the whole person. As part of the team, the chaplains take particular care of the spiritual needs of the patient and their family. Chaplains are available 24 hours a day to administer the sacraments, and to listen, chat, pray, advise, share burdens and to try to discover the healing presence of God in the face of sickness and pain.

The Hospital Chapel, which is located near the main reception area, is open for quiet prayer and reflection 24 hours a day.

Mass times are as follows:

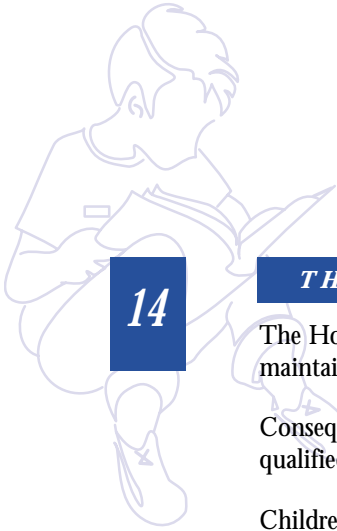
- Sunday 10.45am
- Monday 9.30am
- Tuesday 9.30am
- Wednesday 9.30am
- Friday 9.30am

Holy Communion is brought to the wards on Sunday mornings.

Clergy of other denominations visit the hospital regularly.

If you would like to see a chaplain or a minister of religion, please contact a member of the Nursing Staff.





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### THE SCHOOL ROOM

The Hospital recognises that it is important for children in hospital to maintain as near normal a lifestyle as possible.

Consequently, we have a Primary School in the hospital, staffed by qualified school teachers.

Children who are admitted repeatedly to Our Lady's and long stay patients are encouraged where possible, to attend school while in hospital. Such children often find it helpful to bring some school books and copies to hospital with them.

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### CHILDRENS LIBRARY

The hospital has a good selection of reading material for children. Books may be obtained from the library twice weekly.

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### THE PLAYROOM

The Play Specialists offer a wide variety of play activities, including normalising and diversionary activity, pre- and post-procedural support and preparation and emotional support for child and family. There are playrooms on most wards.

Trained volunteers in association with *Children in Hospital Ireland* provide play activities in the ward playrooms weekday mornings and evenings.

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### THE HOSPITAL SHOP

The shop is located on the ground floor near the Admissions Office.

A variety of items are sold, including daily papers, magazines, sweets, fruit and toys. The shop stocks toiletries for both children and adults, including items required for your child's stay in hospital. Normal opening hours are as follows:

Monday - Friday 8.30 am - 8.00 pm

Saturday 10.30 am - 7.00 pm

Sunday 9.30 am - 8.00 pm

Bank Holidays 10.00 am - 2.00 pm

## TELEPHONES

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Public telephones are available throughout the hospital. Call cards are available in the hospital shop.

### **IN THE INTEREST OF PATIENT SAFETY THE USE OF MOBILE PHONES WITHIN THE HOSPITAL IS PROHIBITED**

## POSTAL ARRANGEMENTS

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Letters for patients in the hospital should be addressed clearly, stating:

Child's Name, Name of Ward  
Our Lady's Hospital for Sick Children  
Crumlin  
Dublin 12

This greatly assists in sorting mail and avoids delay.

An Post provides a collection service from the hospital twice daily at 10.30 a.m. and 4.30 p.m. The post box is located in the Reception Hall on the ground floor.

## LEAVING HOSPITAL

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As soon as the doctor considers your child fit to go home, you will be informed.

The hospital staff will give reasonable advance notice of discharge so that you can make the necessary arrangements.

The Ward Sister or Staff Nurse will explain any procedures your child will require. He/she will advise on medication and follow-up appointments, if required, and who to contact if you have any problems.

It is essential that you check with the Ward Sister or Staff Nurse before leaving the Ward.

**ADMISSION FEES**

All patients admitted to hospital, with certain exceptions, such as Medical Card Holders, are liable for some charge.

Everyone who elects to have a child admitted as a private patient is liable for an additional fee per day. These charges, including the fee to private patients, are set down by the Minister of Health.

For further information on hospital charges and exemptions please see accompanying schedule.

**AT ADMISSION**

Please present your Medical Card or proof of current Health Insurance stipulating level of cover.

The Admissions Officer will give you the appropriate medical insurance form (for example: VHI Form), for you to complete and sign.

**PUBLIC IN-PATIENTS**

If you choose your child to be a public In-Patient:

- Your child will be required to avail of a public bed and you will be liable for health charges, unless you belong to one of the exempted categories.
- Your child will not be the private patient of any Consultant and you will not pay Consultants' Fees.
- If there is a waiting list, your child will be placed on it for a public bed.

### **PRIVATE IN-PATIENTS**

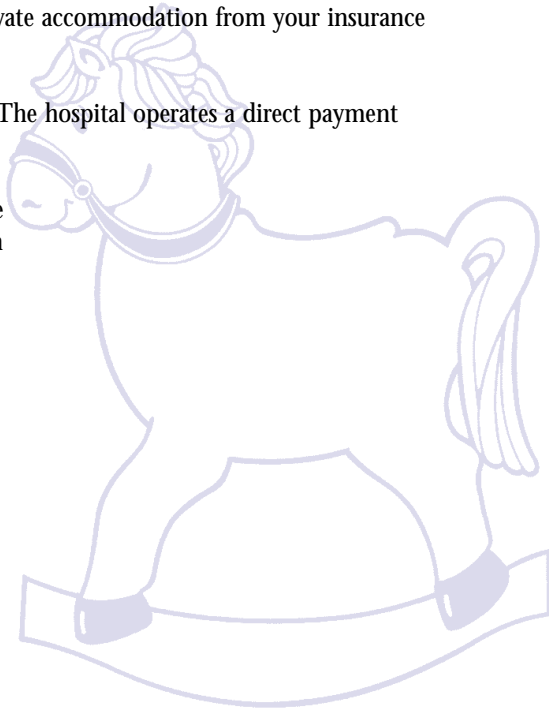
If you choose your child to be a private In-Patient:

- Your child will be accommodated in a single, two bedded or four bedded room, depending on availability and you will be liable for maintenance fees and health charges.
- Your child will be the private patient of his/her own Consultant and also of the other Consultants involved in his/her care (e.g. Radiologists, Pathologists, Anaesthetists).
- If there is a waiting list, your child will be placed on it for a private bed.

If, in a medical emergency, your child must be admitted immediately to hospital he/she will be accommodated in whatever bed is available.

You can recover charges for private accommodation from your insurance company, for example:

VHI Plans A, B, C, D and E. The hospital operates a direct payment system with VHI.  
Garda Medical Aid  
ESB Medical Provident Scheme  
The Prison Officers Association  
BUPA



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### *SUGGESTIONS, CONCERNS & COMPLIMENTS*

When your child is discharged from Our Lady's, we would appreciate any suggestions or comments which you feel would have made your stay, and that of your child, more pleasant. We also appreciate positive feedback if you feel it is warranted.

Please write to the Patient Support Unit, Our Lady's Hospital for Sick Children, Crumlin, Dublin 12.

We appreciate you taking the time to do this as it will help us provide the best care possible for our patients.

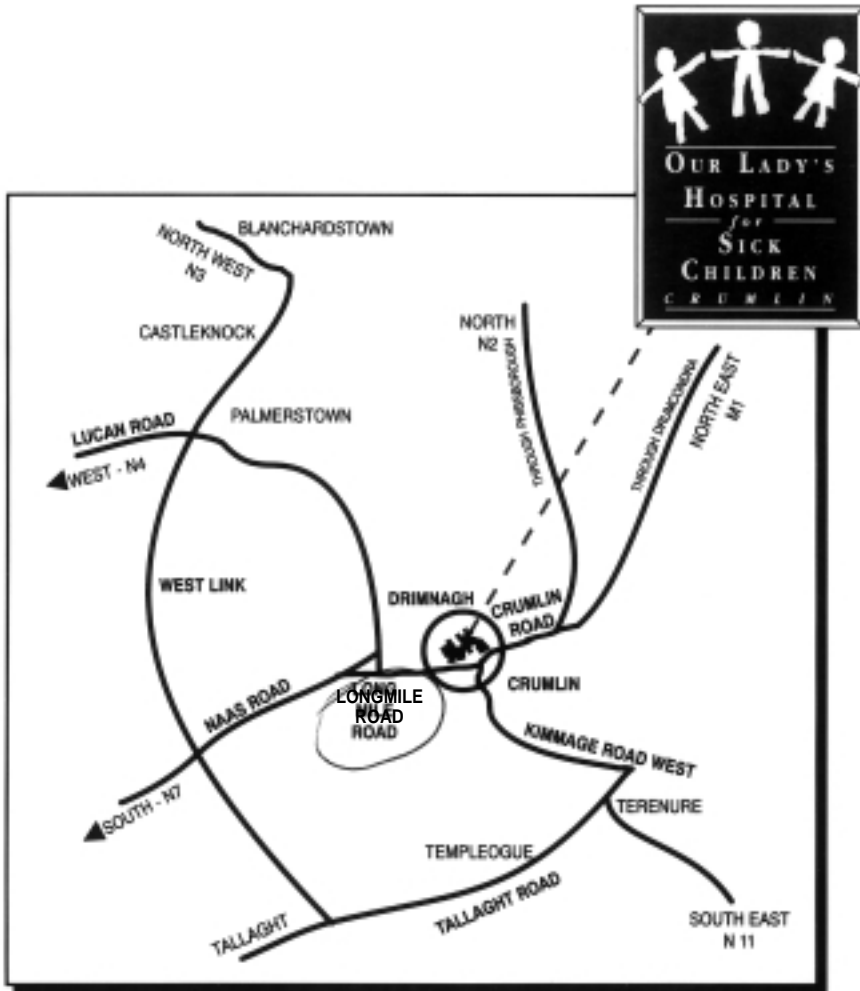
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### *HOW YOU CAN HELP OUR LADY'S HOSPITAL*

The Children's Medical & Research Foundation is actively involved in fundraising for much needed equipment for the hospital. This equipment is vital for the ongoing specialised care of our child patients.

The Foundation also raises funds to help support research into children's serious diseases and ailments. The Children's Research Centre at Our Lady's Hospital is the only body of its kind in Ireland and is funded solely from voluntary sources.

If you can help in our fundraising efforts, please contact the Foundation office, telephone number 409 6300.



Our Lady's Hospital for Sick Children  
Crumlin  
Dublin 12

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