



SPORTS SURGERY CLINIC

*Specialists in Joint Replacement, Spinal Surgery,  
Orthopaedics and Sport Injuries*

# IN-PATIENT HANDBOOK



[www.sportssurgeryclinic.com](http://www.sportssurgeryclinic.com)

# WELCOME TO THE SPORTS SURGERY CLINIC!

As Europe's most up to date centre for the treatment of sports and exercise-related injuries, the Sports Surgery Clinic (SSC) delivers new standards for excellence in patient care.

We would like to take this opportunity to thank you for choosing the SSC to take care of you. Our purpose at the Sports Surgery Clinic is to place you, the patient, at the centre of everything that we do. During each and every clinic visit or stay, you will receive the very best of medical and surgical care.

As a patient, it is also important that you understand all aspects of your care. Please ask any member of staff if you have specific queries and we will be happy to help. This handbook is to help provide you with information about your stay here at the SSC. We hope you find it useful.



**Mr Ray Moran**  
Medical Director



**Mrs Mary O'Brien**  
Director of Nursing



# OUR MISSION

The Sports Surgery Clinic's goal is dedicated to delivering the highest standards of diagnosis, prehabilitation, treatment, rehabilitation and full recovery care for our patients. We aim to provide an exceptional working environment for our staff, focusing on continuous education and quality improvement in order to support excellence in patient care.



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# ACCREDITATION

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The Sports Surgery Clinic has been awarded accreditation from the Joint Commission International, the worldwide leader in improving quality in health care. This award underpins our commitment to monitoring the quality of patient care, ensuring a safe environment and continually working to reduce risks to patients and staff.



The accreditation process stimulates continuous, systematic improvements in an organisation's performance and the outcomes of patient care by applying internationally-agreed standards which are adapted to local needs and which are continuously monitored.

# PATIENT SAFETY

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Each one of us has a responsibility to make healthcare safe. The Sports Surgery Clinic has put many measures in place to keep you safe and prevent errors in your care, but we also need you to work with us to keep you safe. By becoming an active, informed member of the healthcare team, you and your family play a vital role in providing safe care. For full details on how to become more involved in your care and enhance patient safety, see the patient information section on our website [www.sportssurgeryclinic.com](http://www.sportssurgeryclinic.com).



# PATIENT CHARTER

We endeavour to provide the highest level of patient care available. Our relationship is a partnership between SSC and you our patient. We have outlined some guidelines to let you, know what you should expect from us and what we require from you. These will help to ensure that you receive the best possible standards of care.

## WHAT YOU CAN EXPECT FROM US

- The highest standard of care including appropriate and timely medical care delivered in a clean and safe environment.
- Information in a language you can understand, including a clear and concise explanation of your condition, proposed treatments or procedures, the benefits or drawbacks of the proposed treatments and expected rehabilitation, in order to enable you and your family to participate in decisions regarding your treatment.
- Information about hospital services and how much these services will cost.
- Informed consent which includes the risks involved and which offers you the right to refuse treatment.
- Complete privacy and confidentiality of information related to your medical care and history, as well as your personal information.
- Access to your health records where appropriate.
- Respect for your privacy, especially during examinations and when discussing the nature of your condition. Patients may avail of the Ward Managers office to discuss confidential matters.
- To be treated in a courteous manner at all times by all hospital staff.

- You have the right to seek a second opinion without fear of compromise to your care within or outside the organisation. In such instances, please discuss with a member of the nursing staff.
- To be treated with respect free from any type of discrimination on the basis of age, religion, race, sexual orientation or disability.
- You or your family have the right to complain about any aspect of the service provided by this clinic, and to be informed of the outcome as soon as possible.  
The hospital complaints procedure is available on request.

## Reporting a quality and safety issue/concern to the Joint Commission International (JCI)

A patient, staff, or member of the public may report any safety or quality issue within the SSC to its accrediting body, the Joint Commission International.

**Complaints may be submitted by e-mail or in writing to:**

**Email:** [jciquality@jcrinc.com](mailto:jciquality@jcrinc.com)

**Post:** Quality and Safety Monitoring, Joint Commission International Accreditation 1515 W. 22nd Street, Suite 1300W Oak Brook, IL 60523 USA

## WHAT WE ASK FROM YOU

- Consideration for your fellow patients, their families and our staff.
- That you let us know if you do not understand any information which we give you.
- That you provide us with accurate and precise information regarding your past medical history.
- That you participate as much as possible in decisions regarding your care.
- That you follow the hospital's health and safety policies including the non-smoking policy.
- That you provide us with accurate and up to date financial and health insurance information.

# GUIDELINES FOR YOUR STAY WITH US

## ADMISSIONS

- You will receive a letter outlining the details of your procedure including the date and time you should arrive at the clinic. It is important that you follow any special instructions you have been given regarding your procedure – particularly any fasting guidelines. If you have any questions in relation to your admission, please do not hesitate to contact the Patient Services Department on +353 (0) 1 526 2010.
- On arrival, please check in with reception in the front foyer.
- Where applicable, please ensure you bring details of your health insurance with you.
- If you have been unwell with any of the following: common cold, cough, flu symptoms, diarrhoea, vomiting, skin rash etc., please seek medical advice from the SSC prior to arrival.
- All make-up and nail polish (fingers and toes) should be removed prior to admission. If you have acrylic, shellac, gel or false nails of any type, these will also need to be removed.
- Please ensure that you bring any relevant scans (e.g. x-rays etc.) with you to the clinic that you may have had carried out previously.

## TESTS AND PROCEDURES

- If you have any questions or queries regarding any of the tests or procedures you may be having during your stay, please do not hesitate to ask any of our medical staff who will be very happy to explain these to you.

## MEDICATION

- If you are taking any tablets or other medicines, either prescribed by your doctor or bought in a chemist or health shop, it is very important that you bring these medicines in their original labelled containers, when you come to the clinic. Personalised medication trays cannot be used in the SSC so please advise your community pharmacist in advance to ensure you have sufficient supplies of medication in their original packaging for the duration of your stay.
- It is the clinic's policy that prescribed medication will be administered by the nursing staff looking after you. Self-medication is not allowed on site in the SSC.
- If you are a day-patient, please also bring any medication you are taking with you.

## ANAESTHESIA

Information in relation to preparing for your anaesthetic can be found on our website [www.sportssurgeryclinic.com](http://www.sportssurgeryclinic.com).

## DISCHARGE

- Your consultant will advise you as to when you can go home.
- Discharge time is 11am.
- Please ensure you have the following with you when leaving:
  - Discharge letter for your GP
  - All prescriptions
  - All personal belongings including medication brought with you to the clinic
- If you need us to arrange a taxi for you, please do not hesitate to let the staff on the ward know and they will be happy to organise this.

# PAIN RELIEF

Whenever someone comes into hospital for an operation, they inevitably wonder how much pain they can expect. You are probably feeling the same way.

Be reassured, the attitude to pain after surgery nowadays has changed significantly. Pain is no longer something to be expected and endured. In fact, throughout your hospital stay, you, the nurses and doctors on your ward will be working together with one clear objective: to keep you as pain-free as possible.

The nurse will ask you to give a pain score at rest or with movement, from 0 to 10, where 0 = no pain and 10 = worst pain. This will help us to assess the effectiveness of your pain relief.

It is important to realise that YOU have a vital role to play in helping the hospital team control your pain. It is much easier to relieve pain if it is dealt with before it gets bad. This means you should ask for help as soon as you feel pain and continue the treatment regularly.

## WAYS TO RELIEVE PAIN

There are many methods available to control pain:

### TABLETS OR LIQUIDS TO SWALLOW

These are used for all types of pain. They take at least half an hour to work and should be taken regularly. You need to be able to eat, drink and not vomit for these drugs to work. Most patients move over to this type of pain relief as they recover.

## INJECTIONS

These are used for all types of pain. They take at least half an hour to work and should be taken regularly. You need to be able to eat, drink and not vomit for these drugs to work. Most patients move over to this type of pain relief as they recover.

## SUPPOSITORIES

These waxy pellets are placed into your back passage (rectum). The pellet dissolves and the drug passes into your body. They are useful if you cannot swallow or if you are likely to vomit.

## PATIENT-CONTROLLED ANALGESIA (PCA)

This is a method of pain relief which you control. You will be able to press a button to pump small doses of pain relieving medication (e.g. morphine) either into a vein (usually in your arm), or occasionally into an epidural tube.

## EPIDURAL PAIN RELIEF

This is pain relief delivered via a fine tube into your back, close to your spine.

## OTHER

Non-pharmacological methods: it is recommended that in order to achieve optimal pain control, a combination of medication and non-pharmacological methods should be used in conjunction with each other.

Examples of non-pharmacological methods include:

- Deep breathing exercises
- Application of hot or cold packs
- Repositioning
- Distraction (i.e. listening to music or watching TV)

## ON DISCHARGE

Some pain following surgery is to be expected - it is not unusual to feel general aches and pains. Surgical wound pain usually settles as the wound heals. You may be given pain relief medicines to take home with you. When you have settled back in at home and are beginning to feel more comfortable, you may begin to reduce the dose and frequency of your pain medication. You are the only person who can judge your pain relief requirements.

## ...AND REMEMBER, TELL IT LIKE IT IS

After your operation, you will be asked about your pain. Try to answer as accurately as you can. Don't give a brave answer, give an honest one. It will help the medical team ensure you have the correct level of pain relief.

## DON'T WAIT TO BE ASKED

If you begin to feel pain, tell someone straight away. You are not being a nuisance.

**Take your medication as instructed.**

# GENERAL INFORMATION



## ACCOMMODATION

- The SSC provides accommodation in both single and double rooms. Each single room has its own en suite bathroom. Each double room has a shared bathroom. All patients have bedside entertainment units.
- Special rates are available at nearby hotels for friends and relatives of all in-patients at the SSC. Please contact Patient Services on +353 (0) 1 526 2010 for further information.



## HOUSEKEEPING

- Your towels and bed linen are changed daily, and if you need extra towels, please contact a member of staff.



## PERSONAL PROPERTY

- Do not bring any valuables with you while staying here at the SSC, as we cannot take responsibility for any lost or stolen items. Safes are available in each room.
- As wardrobe space is limited, we would advise you to bring only necessary attire, such as night wear, dressing gown, closed-fitting slippers, toiletries etc.
- If you are having a total hip replacement (THR) or total knee replacement (TKR) procedure, please be advised to bring loose-fitting clothes and laced shoes with you.



## VISITING HOURS

- The SSC encourages visitors to come to the clinic, as this is a key aspect in your road to recovery. However, there may be times when visitors may be asked to refrain from visiting if the nursing staff feel the patient needs rest or if they are having a clinical procedure.
- Children under the age of 10 are not encouraged to visit.

**VISITING HOURS: 11.00 - 21.00**



## FOOD AND NUTRITION

- Our hospital food is an essential part of patient care. Good food can encourage patients to eat well, giving them the nutrients they need to recover from surgery or illness.
- We ensure that the most common diets are catered for i.e. diabetic diets, gluten free diets, high protein high energy diets, and vegetarian diets. All dishes are freshly prepared in house by our chefs. We aim to promote healthy eating and our menus provide for this opportunity.
- Our menus will offer you foods which have been prepared in ways that respect your cultural needs or religious beliefs.

Meal times are as follows:	
Breakfast	07:45
Lunch	12:15
Evening meal	17:30

Light refreshments are provided mid-morning, mid-afternoon and late evening.

- If you miss a meal due to fasting, or if you are having tests, our catering staff will be more than happy to arrange a meal for you at a time that suits you.

- Our Sidebar Café is located on the ground floor and offers both light snacks and pastries, along with a large selection of healthy options including juices from our smoothie bar.

If you have any particular comments or suggestions, or if you would like to talk to someone from the catering department, please ask one of the ward staff and they will make arrangements for a member of the catering staff to visit you.



## POSTAGE

- Please contact the main reception if you wish to post anything. The address for the SSC is Sports Surgery Clinic, Santry Demesne, Dublin 9.



## MOBILE PHONES

- We would ask that mobile phones are not used in communal areas; however, they may be used in patient bedrooms.



## SMOKING POLICY

- Smoking is not permitted in the clinic as per 'The Tobacco Regulations Act 1995'. This applies to employees, patients and visitors.



## CLINIC SHOP

- The clinic shop is on the ground floor and supplies a range of toiletries, cosmetics, newspapers, cards, stamps and gift items. The shop also stocks a large range of rehabilitation and assisted living products, specialised orthopaedic/sports supports and wound care products.

## PARKING FACILITIES

- There is a large underground public car park with disabled parking available.
- There is a parking fee payable on exit.

## PATIENT COMMENTS

- We hope your stay in the Sports Surgery Clinic will be as comfortable as possible. We welcome any comments or suggestions for improvements. Comment cards are readily available in the ward areas and around the clinic. They can be given to any of the staff on the ward or left at reception.

## COMPLAINTS

- The SSC guarantees that all complaints will be treated confidentially and will be processed in a timely and efficient manner in accordance with our Complaints Policy (copy available on request). All written complaints should be addressed to:

**The Chief Executive  
Sports Surgery Clinic  
Santry Demesne  
Dublin 9**

## INFECTION CONTROL

- In the interests of infection control and general hygiene, we ask that all visitors and patients clean their hands on entering and leaving the clinic. Where possible, visitors should avoid bringing young children with them to visit.
- Patients: please advise the Infection Control Nurse if you have been an in-patient in another hospital within the last three months. Infection Control Phone Number: +353 (0) 1 526 2372
- We do not encourage you to have food brought to the clinic from outside
- Children under the age of 10 are not encouraged to visit.
- Further guidelines in relation to infection prevention and control can be found on our hospital website [www.sportsurgeryclinic.com](http://www.sportsurgeryclinic.com).

# FINANCIAL INFORMATION

## PRIVATE HEALTH INSURANCE

Please check with your insurance company prior to admission to ensure that your policy covers you for surgery and treatments which you require in the Sports Surgery Clinic. Patients are liable for any charges not covered by their insurance company. This includes shortfalls, excesses and co-payments which must be paid on the day of admission and as such, it is essential to check the terms and conditions of your plan with your insurer prior to admission.

The Sports Surgery Clinic is not responsible if all or part of your claim is rejected by your insurance company. In such cases, the patient will be liable for these amounts.

The SSC accepts direct settlement of claims from the following insurers:

- Vhi Healthcare
- Aviva Healthcare
- Laya Healthcare
- Prison Officers Medical Aid Society
- Garda Medical Aid
- E.S.B. Staff Medical Provident Fund
- GloHealth
- Bupa International
- European Union Sickness Scheme
- Seven Corners
- Cigna

If your insurance is provided by a company other than those listed above, please contact us directly at +353 (0) 1 526 2071/72.

## SELF-PAYING / NON-INSURED PATIENTS

Non-insured patients are required to pay in full for their treatment on the day of admission. We will provide you with a cost of surgery prior to your date of admission - please contact us on +353 (0) 1 526 2071/72.

You will be informed by your surgeon's secretary of the cost of the professional fees for both your surgeon and your anaesthetist, and these will be paid separately.

## METHODS OF PAYMENT

We accept the following forms of payment:

- Cash
- Personal cheque (cheques must be made payable to Sports Surgery Clinic)
- Bank drafts and third party cheques (cheques must be made payable to Sports Surgery Clinic)
- Credit card (Debit, MasterCard, Visa)

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**Note:** The Sports Surgery Clinic regrets that it cannot accept American Express as a means of payment under any circumstances.

Please telephone our accounts department on +353 (0) 1 526 2070 if you have any account queries not related to insurance.

# ADMISSION AND DISCHARGE CHECKLISTS

## Admission Checklist – final reminder – have you brought the following:

- Nightwear
- Dressing gown and closed-fitting slippers
- List of medications
- Supply of own medications in original packs
- Toiletries
- Details of health insurance
- Glasses / hearing aids
- Books / magazines

**Note:** Please remember to leave all valuables at home.

## Discharge Checklist – before you leave the hospital:

- Have you got all your belongings
- Have you got your prescription
- Medication is not supplied by the hospital. Can someone get this for you on the way home? Do you know and understand what medications you have been prescribed?
- Have you got your discharge letter for your GP
- Have you got your discharge information including contact numbers









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