UPMC | SSC
SPORTS SURGERY CLINIC

UPMC SSC

IN-PATIENT HANDBOOK



www.sportssurgeryclinic.com



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Welcome to the **UPMC Sports Surgery Clinic**

We would like to take this opportunity to thank you for choosing **UPMC Sports Surgery Clinic** to take care of you. Our purpose at **UPMC Sports Surgery Clinic**, is to place you the patient at the centre of everything that we do. At 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 **UPMC Sports Surgery Clinic**. We hope you find it useful.

Ms. Fiona Roche
General Manager

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Our Mission

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



Accreditation

UPMC 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 organization'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

Each one of us has a responsibility to make healthcare safe. **UPMC 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 our patient information section on our website:
www.sportssurgeryclinic.com

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

A patient, staff, or a member of the public may report any safety or quality issue with **UPMC Sports Surgery Clinic** to its accrediting body, the **Joint Commission International.**

jciquality@jcrinc.com

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

Patient Charter

We endeavor to provide the highest level of patient care available. Our relationship is a partnership between UPMC Sports Surgery Clinic 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.

- 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.
- You have the right to be informed of any unanticipated outcomes during the course of your care and treatment.
- Information about hospital services and how much these services will cost.
- Informed consent including the risks involved and you have the right to refuse treatment.
- Complete privacy and confidentiality of information related to your medical care and history and personal information.
- You will be informed in circumstances where students and trainees are involved in your care.
- Access to your health record where appropriate.
- Your privacy respected, 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 organization. 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.
- We welcome your feedback about care and service. For feedback/concerns please email: sscqualityadmin@upmc.ie

If you wish to make a formal complaint, please send an email or letter outlining your complain to the **Complaints Manager at sscqualityadmin@upmc.ie or post to Complaints Manager at UPMC SCC, Northwood Avenue, Dublin 9, D09C523.** A copy of the hospital complaints policy is available on request.

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 participate as much as possible in decisions regarding your care.
- That you provide us with your accurate and precise past/present medical and surgical history.
- 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 or email outlining the details of your procedure with the date and time at which you should arrive at the clinic. The time of your admission may change and you may receive a call 24 hours prior to admission. 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 .

- 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 (x-rays etc.) with you to the Clinic which you may have had taken prior to your arrival.

TESTS AND PROCEDURES

If you have any question or queries regarding any tests or procedures which 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 them to you.

CONVALESCENT CARE

If you require convalescent care after discharge, this must be organised and booked by the patient prior to admission. A list of convalescent homes can be found on the insurance websites. UPMC Sports Surgery Clinic does not take responsibility for arranging your convalescent care.



MEDICATION

If you are taking any tablets or other medicines, either prescribed by your doctor, or bought in a chemist (Pharmacy):-

- Ask your pharmacist to supply in original packs with batch and expiry dates visible
- Inform the admitting doctor and nurse if you take medication other than labelled by your pharmacy (e.g. 20mg OMEPRAZOLE once a day but you take 10mg twice a day)
- Supply a list of current medications including dose and frequency.
- Pharmarcy Healthmail address.

Medications in “medication trays/dossette boxes”, “Blister packs”, “Pill Boxes” or “Tosho Rolls” CANNOT be used in **UPMC Sports Surgery Clinic**.

It is the Clinic’s policy that prescribed medication will be administered by the nursing staff looking after you. Unwitnessed self-medication is not allowed in **UPMC Sports Surgery Clinic**.

There is NO pharmacy in **UPMC Sports Surgery Clinic** for you to have your discharge medication dispensed from. You will be directed to the nearest pharmacy depending on day of discharge.



Medications presented like the above dosette boxes or in unlabelled containers, can cause confusion and may result in your surgery being delayed or cancelled.



ANAESTHESIA

Information in relation to preparing for your anaesthetic can be found on our website:

www.sportssurgeryclinic.com/patient-info/information-on-anaesthesia/

DISCHARGE

- Our nursing staff and your consultant will advise you as to when you can go home.
- Please ensure that your transport home is arranged in advance of your designated discharge time.
- If you need us to arrange a taxi for you please do not hesitate to let the staff in the ward know and they will be happy to organise this for you.
- You will be provided with a discharge Information Pack at discharge which will include letters for your GP, prescription for medications, discharge instruction leaflet, physiotherapy information. Please read all the information in this pack as it will help you with your ongoing recovery.
- If you require a certificate for work please inform the ward staff. If you require an illness benefit certificate you will need to request this from your own GP.
- You will be invited to come back to see your consultant at some stage, this will be arranged by your consultants secretary

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. Be reassured, nowadays the attitude to pain after surgery has changed significantly.

Throughout your hospital stay, the nurses and the 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. So you should ask for help as soon as you feel pain and continue the treatment regularly.



Types of pain relief

There are many methods available to control pain.

Tablets or Liquids to swallow

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

Injections

You may be given pain relief by injection in Theatre or in the Recovery Room, but this type of pain relief is not usually required once you have returned to the your ward following your surgery.

Suppositories

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

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)**

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 straightaway.

On Discharge

Some pain following surgery is to be expected - it is not unusual to feel general aches and pains. You may be given a prescription for pain relief medicines to take home.

Take your medication as instructed on discharge



Physiotherapy

Almost all inpatients will be seen by a physiotherapist after their surgery. We work closely with your consultant, the nursing staff and healthcare assistants to ensure the best care for you. It is normal to experience pain and swelling after a surgery and you may find some of the exercises and walking painful. It will be important to control your pain with medication and ice to allow you to complete your physiotherapy.

We have an experienced physiotherapy team and operate a **7 day service** for our inpatients. For our joint replacement patients or those staying more than one night, you will be seen every day for physiotherapy, where appropriate.

The physiotherapist will work with you until you are comfortable transferring to and from a bed and a chair, are confident performing your home exercises and can mobilise safely with your crutches on the flat and on the stairs. We would advise you to **bring in shorts, loose tracksuit or pyjama bottoms and comfortable but supportive footwear,** e.g. laced or velcro flat shoes or slippers with a closed heel.

For those patients who are staying one night, you will be seen for physiotherapy the morning of discharge. We will go through the post-operative advice and exercises. If you have had a lower limb surgery, we will go through how to mobilise with or without a walking aid and will do a stairs assessment with you.

It is important to continue your exercise programme, as directed by your physiotherapist, on a regular basis post-op. You will receive written discharge advice and may be advised to see a local physiotherapist.

You can contact the physiotherapy department if you have any questions on **01 526 2040** once discharged.



General Information

ACCOMMODATION

- UPMC Sports Surgery Clinic provides accommodation in single, double and triple rooms. Each single room has its own en-suite bathroom. Each double room or triple has a shared bathroom. All patients have their own televisions.
- Single rooms are limited and maybe allocated on a clinical needs basis. Single room requests are not guaranteed.
- If a child is admitted in the Inpatient Ward, they will be allocated a single room and a family member may stay with them if required.
- The hospital has public Wifi in all areas.
- Special rates are available at nearby hotels for friends and relatives of all in-patients at the UPMC Sports Surgery Clinic. 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 UPMC Sports Surgery Clinic as we cannot take responsibility for any lost or stolen items. Safes are available in each room and we encourage you to lock any valuables/money away on admission.
- 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. Towels are provided.
- Please be advised to bring loose fitting clothes and laced shoes with you.

VISITING HOURS

Please check UPMC Sports Surgery Clinic website for up to date information

- **During your visit, your visiting time may be interrupted if clinical procedures or physiotherapy is required. You may be asked to step outside the ward until the same is completed.**
- **Children under the age of 12 years are not permitted onto the wards to visit or accompany patients.**

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FOOD & NUTRITION

- 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, Vegetarian diets. All dishes are freshly prepared in-house by our Chefs. We aim to promote healthy eating and our menus also provide for this option.
- Our menus will offer you foods which have been prepared in ways which respect your cultural needs or religious beliefs.
- 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.

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

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

MOBILE PHONES

We would ask you to please be respectful to other patients and staff during your stay. Please refrain from taking photographs or video recordings whilst in the hospital.

SMOKING POLICY

Smoking including vaping is not permitted in the Clinic as per the '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, specialized orthopaedic/sports supports and wound care products. **Please note the shop does not dispense medication.**

PARKING FACILITIES

- There is a large underground public car park.There are two designated disabled parking spaces to the front of the hospital.
- There is a parking fee payable on exit.

Patient Feedback



We hope your stay in UPMC Sports Surgery Clinic will be as comfortable as possible. We welcome any feedback or suggestions for improvements through our on-line post-discharge patient experience survey which will be emailed to you on discharge.

Complaints



UPMC Sports Surgery Clinic 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 Quality, Clinical Risk & Patient Safety Manager

UPMC Sports Surgery Clinic,
Northwood Avenue, Santry
Demesne, Dublin 9, D09C523

sscqualityadmin@upmc.ie



Infection Control

To minimize the risk of transmission of infection at UPMC Sports Surgery Clinic, patients are asked to adhere to the following infection prevention and control precautions

Hand Hygiene

Perform hand hygiene by either washing hands with soap and water or, if not soiled, by applying alcohol-based hand gel; this is provided throughout the Clinic. Hand hygiene should be undertaken before touching food, after coughing or sneezing, after using the toilet and when hands are visibly soiled. If you cannot access a wash-hand basin for any reason, please ask one of the members of the nursing staff or healthcare assistants for assistance.

We also encourage patients to ask nurses, doctors and other health care workers if they have performed hand hygiene before attending them, if they have not seen them do so.

Cough Etiquette

- **Cover mouth and nose when coughing or sneezing**
- **Use tissues and dispose of them in the bin provided**
- **Wash hands or use hand gel**

Report symptoms of infection

If you have symptoms of infection prior to admission i.e. an infected wound, respiratory symptoms or gastrointestinal upset etc. do not attend the Clinic but contact your consultant as soon as possible. If you develop symptoms while an inpatient, inform one of the nurses promptly.

History of MRSA or other healthcare associated infection

If you previously acquired a health care associated infection such as MRSA, VRE or CPE, or if you were admitted to a healthcare facility in the last 12 months, please inform your admitting nurse.

Wound care

Wounds, lesions, dressings, bandages or medical devices such as drains or catheters should not be touched, manipulated or removed. Inform the nurse on duty promptly, if your dressing or intravenous drip site becomes loose, wet, sore or painful.

Flowers & Personal Food

Flowers are not permitted in UPMC Sports Surgery Clinic and personal food for consumption in the hospital is discouraged.

Further guidelines in relation to infection prevention and control can be found on our hospital website:

www.sportssurgeryclinic.com

Financial Information

PRIVATE HEALTH INSURANCE

Please check with your insurance company prior to admission that your policy covers you for the surgery and treatments which you require in **UPMC 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 online prior to your admission. It is essential to check terms and conditions such as break in cover or upgrade waiting periods in your plan with your insurer prior to admission.

UPMC 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.

UPMC Sports Surgery Clinic accepts direct settlement of claims from the following Insurers;

- Vhi Healthcare
- Irish Life Healthcare
- Laya Healthcare
- Prison Officers Medical Aid Society
- Garda Medical Aid
- E.S.B. Staff Medical Provident Fund
- Bupa International/Global
- European Union Sickness Scheme
- AIG
- Cigna
- Level Health

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

SELF-PAYING / NON-INSURED PATIENTS

You will be informed by your Surgeon's secretary of the cost of the professional fee for both the Surgeon and the Anaesthetist and these will be paid separately.

Non-Insured patients are required to pay in full for their treatment a minimum of 5 days in advance of their procedure. 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.**



METHODS OF PAYMENT

Full payment must be made one week prior to admission to the Finance Department.

On our Website

using our online payment portal at:
www.sportssurgeryclinic.com/payment-options/

Direct bank transfer

The full amount to be transferred in EURO and your patient number must be used in narrative. Your patient number will be found on your Admission Information letter. Bank transfer must be received two days prior to admission.

Bank Account Details:
IBAN: IE48 BOFI 9000 1713 4162 75
BIC/SWIFT: BOFIIE2D

Cheque

EURO draft only accepted.

Card

Please contact your bank and inform them that the transaction will be going through and to confirm what bank charges you will incur. Contact **01 526 2070** and payment will be taken over the phone.

Cash

For security reasons we discourage patients from paying with cash.

UPMC 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 Checklist

Final reminder – have you brought the following?

- ◯ Nightwear
- ◯ Dressing gown and closed fitting slippers
- ◯ Showered pre-surgery
- ◯ Toiletries
- ◯ List of medications
- ◯ Supply of own regular medications in original packs
- ◯ Mobile phone charger
- ◯ Glasses / Hearing aids
- ◯ Books / Magazines
- ◯ Details of health insurance

Note: Please remember to leave all valuables at home.



Discharge Checklist

Before you leave the hospital

- ◯ Have you someone to collect you and take you home?
- ◯ Have you all your belongings?
- ◯ Have you your mobile phone/charger?
- ◯ Have you your medication that you brought into the hospital? (Discharge medication is not supplied by the hospital).
- ◯ Have you someone who can get this for you on your way home?
- ◯ Do you know and understand what medication you have been discharged on?
- ◯ Have you received your discharge information pack with letters for GP, prescription, discharge instruction leaflet and physiotherapy information?



Contact Numbers

Main Reception	+353 (1) 526 2000
Patient Services Department	+353 (1) 526 2010
Sports Medicine Department	+353 (1) 526 2030
Physiotherapy Department	+353 (1) 526 2040
Clinic Shop	+353 (1) 529 2025
Diagnostic Imaging Department	+353 (1) 526 2060
Finance Department	+353 (1) 526 2070
Infection Control Department	+353 (1) 526 2372
Beech Ward	+353 (1) 526 2085
Cedar Ward	+353 (1) 526 2082
Chestnut Ward	+353 (1) 526 2142
Oak Ward	+353 (1) 526 2329
Redwood Ward	+353 (1) 526 2152



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