



SPORTS SURGERY CLINIC

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

IN-PATIENT HANDBOOK



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 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. 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 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 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.



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ACCREDITATION

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

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 our patient information section on our website www.sportsurgeryclinic.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 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.
- 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 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 has 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 Joint Commission International (JCI)

A patient, staff, or a member of the public may report any safety or quality issue with 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>

Mail: 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 with the date and time at which 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 ie. common cold, cough, flu symptoms, diarrhoea, vomiting, skin rash etc. please seek medical advice from 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 (x-rays etc.) with you to the Clinic that 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.

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 into the Clinic. Personalised medication trays cannot be used in 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 SSC.
- If you are a day patient, please also bring any medication you are on with you.

ANAESTHESIA

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

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. Pain is no longer something to be expected and endured. In fact throughout your hospital stay you, 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.

WAYS 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 take at least 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

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 vomiting for these drugs to work. More 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

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. When you have settled back 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 straightaway. You are not being a nuisance.

Take your medication as instructed.

GENERAL INFORMATION



ACCOMMODATION

- SSC provides accommodation in 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 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

- 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 feels the patient needs rest or they are having a clinical procedure.
- Children under the age of 10 years are not encouraged to visit.

VISITING HOURS: 11.00 - 21.00



FOOD AND NUTRITION

- 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, 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.

| 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 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.



POSTAGE

- Please contact main reception if you wish to post anything. The address for 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 'The Tobacco Regulations Act 1995'. This applies to employees, patients and visitors.



CLINIC SHOP

- The clinic shop is on the ground floor and also 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

- 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 3 months. Infection Control Phone: +353 (0) 1 526 2372
- We do not encourage you to have food brought in 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 our hospital website www.sportsurgeryclinic.com

FINANCIAL INFORMATION

PRIVATE HEALTH INSURANCE

Please check with your insurance company prior to admission 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 it is essential to check terms and conditions of your plan with your insurer prior to admission.

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.

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 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 fee for both the Surgeon and the 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)

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 all your belongings
- Have you your prescription
- Medication is not supplied by the hospital. Have you some one who can get this for you on the way home?
Do you know and understand what meds you have been discharged on?
- Have you your discharge letter for your GP
- Have you your discharge information including contact numbers

CONTACT NUMBERS

| | |
|--|-------------------|
| Main Reception | +353 (1) 526 2000 |
| Patient Services Department..... | +353 (1) 526 2010 |
| Patient Services Department Fax..... | +353 (1) 526 2011 |
| Sports Medicine Department..... | +353 (1) 526 2030 |
| Sports Medicine Department Fax..... | + 353 (1) 5262046 |
| Physiotherapy Department | +353 (1) 526 2040 |
| Physiotherapy Department Fax..... | +353 (1) 526 2048 |
| Clinic Shop | +353 (1) 529 2025 |
| Diagnostic Imaging Department..... | +353 (1) 526 2060 |
| Diagnostic Imaging Department Fax..... | +353 (1) 526 2061 |
| Finance Department | +353 (1) 526 2070 |
| Finance Department Fax..... | +353 (1) 526 2075 |
| Infection Control Department..... | +353 (1) 526 2372 |
| In patient ward..... | +353 (1) 526 2083 |



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