



**SOUTH INFIRMARY – VICTORIA UNIVERSITY HOSPITAL LTD  
OLD BLACKROCK ROAD  
Cork**

**Access to Information held by the  
South Infirmary – Victoria University Hospital**

**A manual prepared in accordance with Sections 15 & 16 of  
The Freedom of Information Act 1997**

**March 2007**

# **Freedom of Information Act 1997**

## **Section 15**

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## **1.0 Introduction**

This manual has been prepared in accordance with the requirements of Section 15 & 16 of the Freedom of Information Act 1997 & 2003 (FOI Act). This publication is for information only and does not purport to be a legal interpretation of the Act.

### **1.1 The Freedom of Information Act 1997 & 2003**

The Freedom of Information Act 1997 & 2003 is designed to facilitate public access to information held by public bodies, which is not routinely available through other sources. The Freedom of Information Act 1997 came into effect for government Departments on 21<sup>st</sup> April 1998, for Health Boards and Local Authorities on 21<sup>st</sup> October 1998, and Voluntary Hospitals on 21<sup>st</sup> October 1999. Amendments were made to the Freedom of Information Act in 2003

The Freedom of Information Act establishes three statutory rights:

- ❑ A legal right for each person to access information held by public bodies.
- ❑ A legal right for each person to have official information relating to him/herself amended where it is incomplete, incorrect or misleading.
- ❑ A legal right to obtain reasons for decisions affecting oneself.

There are certain exemptions covered by the Act and set procedures and time frames are specified. This manual provides information on the service provided, the classes of records held, the legislative background as well as procedures and policies followed in the delivery of services at the South Infirmary – Victoria University Hospital Ltd.

Information on how to access information routinely and under Freedom of Information is detailed in this manual for information of interested persons. Routine access of information and access under the terms of the Freedom of Information Act is detailed in this manual.

### **1.2 Scope of Freedom of Information Act Manual**

This manual is an overview of the structure, services, legislation and procedures involved in the delivery of the highest quality of patient services at the South Infirmary – Victoria University Hospital. Details on how to access information is given and any assistance necessary will be given in this regard.

### **1.3 Availability of Freedom of Information Act Manual**

This manual is available for consultation at the South Infirmary – Victoria University Hospital at the following locations:

- ❑ Accident & Emergency Department
- ❑ Out-patients Department
- ❑ Main Reception
- ❑ Freedom of Information Office

## **1.4 Information Routinely Available**

The South Infirmery – Victoria University Hospital currently makes information routinely available to the public in relation to its functions and services. Information will continue to be available informally without having to make a formal request under the Freedom of Information Act 1997 & 2003. Details are provided in this manual.

## **1.5 Policy with regard to Confidentiality and Freedom of Information**

The South Infirmery – Victoria University Hospital undertakes to hold any information provided to it by individuals or others on a confidential basis, subject to our obligations under law, including the Freedom of Information Act 1997 & 2003. Confidential information or information of a sensitive nature must be clearly marked, and the wish to have the information treated as confidential and the reasons for same must be specified at the time the information is given. The individual or body concerned will then be consulted before making any final decision on a Freedom of Information request. The final decision rests with the South Infirmery – Victoria University Hospital and the public interest is of paramount concern.

## **1.6 General Overview of Section 15**

Under Section 15 each public body must publish information on the following:

- ❑ Structure of the organisation
- ❑ Objectives, purpose, functions and duties
- ❑ Services provided
- ❑ Brief description of services
- ❑ Classes of records held
- ❑ How to access information and make a request under Freedom of Information Act 1997
- ❑ Rights of review and appeal
- ❑ Contact details

## **1.7 General overview of Section 16**

Under Section 16 each public body must publish information on the following:

- ❑ Legislative Background
- ❑ Policies, procedures, guidelines, protocols, precedents governing the administration of the services.
- ❑ Eligibility Criteria
- ❑ Appeals / Complaints Procedure
- ❑ Contact details for further information

## **2.0 Strategic Objectives**

The South Infirmary – Victoria University Hospital endeavours to provide and develop the highest quality health service, both in the promotion of health and in the prevention, diagnosis and treatment of illness. The hospital aims to achieve this in a manner which is equitable in its delivery, sensitive and responsive to the needs of those availing of the service and to the staff entrusted with its delivery and the people of the greater southern region. Every staff member has a vital role to play in meeting the hospital's aims.

## **3.0 Role, Responsibilities and Values**

### **3.1 Role**

The South Infirmary – Victoria University Hospital is a Voluntary General Acute Hospital service provider in the Cork area which operates a twenty four hour Accident and Emergency Department and is the regional centre for ENT and Dermatology services. The hospital is a key centre in the HSE Southern Region area for the treatment of breast cancer and for gynaecological oncology services. The hospital also plays a very prominent role in Cardiology, Endocrinology and Rheumatology services in the region. In the delivery and provision of all our services, quality patient care is of paramount importance. Improvements in Health and Social gain through positive patient interaction with clear benefit to our patients is central to the roles of all staff responsible for delivering our services. The best professional standards allow for the services to be effected in a harmonious environment for patients and staff. Our 2006 Revenue Budget notified to us by the Department of Health & Children is €37,301 m. In addition to this amount the hospital must generate approximately €1,634 m income from other sources. This funding is based on the agreed and approved service plan with the Department of Health & Children for the planned level and range of services to be provided at the hospital. The South Infirmary – Victoria University Hospital plays a vital role as a partner in the provision and delivery of health care services.

The hospital has a total of 275 beds.

### **3.2 Responsibilities**

We have a responsibility to deliver our services so as to ensure clear gain to our patients from each contact with our organisation. We have a responsibility to ensure we fulfil our role as an acute facility with an integrated approach to services at the wider community level and at regional level. We have a responsibility to strive to meet the constant challenge of change. We must ensure that well trained, courteous and professional staff are employed to carry out the services in accordance with our plans and resources available. We have a responsibility to meet the needs of our staff and strive to provide a harmonious work environment.

### **3.3 Values**

Our values as an organisation collectively and individually underpin the way we carry out the business of providing acute hospital services to the public we serve, in accordance with the National Health Strategy, “Quality and Fairness A Health System for you”. Our interaction with the public and staff are guided by our values, which we believe foster a harmonious working environment for all committed staff.

#### **Equity:**

Services are provided on an equitable basis in accordance with needs and our responsibilities to the community we serve.

#### **Quality:**

The highest quality of service is provided and we welcome and initiate any changes necessary to further enhance/promote the quality of services in accordance with changing needs.

#### **Accountability:**

We are accountable for the level and quality of services provided and the amount of resources utilised in order to achieve the targets set out in our service plan.

#### **Integrity:**

We collectively and individually carry out our duties with the highest levels of integrity.

#### **Respect/Dignity:**

We have respect for the public we serve and afford them courtesy, confidentiality, privacy and recognise their need to be treated with dignity. Mutual respect for colleagues is inherent in our interaction with colleagues in all departments.

#### **Caring:**

We provide appropriate care to the public who need to avail of the services we provide and strive to adopt an integrated and holistic approach to patient care.

#### **Commitment:**

- ❑ We are committed to providing quality services in accordance with our values and within available resources.
- ❑ We are committed to promoting excellence at all levels of the organisation.
- ❑ We are committed to encouraging, promoting, fostering and rewarding the performance of our staff.
- ❑ We are committed to ensuring our staff are well trained, courteous and operate to the highest professional standards at all levels in our organisation.

## **4.0 The Company, Board Members and Committees**

### **4.1 The Company**

The South Infirmity – Victoria University Hospital Ltd., is a company limited by guarantee and not having a share capital incorporated under the Companies Act 1963 – 1986. The Company has 48 members, 29 South Infirmity Board Members and 19 Victoria Trust, Cork (Incorporated) Board Members.

The South Infirmity – Victoria University Hospital Ltd. Came into existence on 1<sup>st</sup> January 1988 as a result of the amalgamation of the South Charitable Infirmity and the Victoria Hospital. Prior to that date both hospitals operated as separate entities from their inception dates – the South Charitable Infirmity and County Hospitals from 1761 and the Victoria Hospital from 1874.

Prior to the amalgamation of the two hospitals the ENT services transferred from the Eye, Ear, Nose and Throat Hospital to the South Infirmity on 5<sup>th</sup> October 1987 on the basis that the ENT service at our complex would become a regional unit.

### **4.2 The Board of Directors**

The Board of Directors of the South Infirmity – Victoria University Hospital Ltd. consists of twelve members, ten elected at every AGM, six of whom are nominated by the South Infirmity and four nominated by the Victoria Trust (Incorporated). The Board has power to co-opt up to two additional advisory Directors who need not be nominated by either the South Infirmity or the Victoria Trust (Incorporated). The Board meets on a monthly basis usually the last Monday of every month.

The names of the current Board Members are as follows:

Michael Hall (Chairman)  
Dan Wallace (Vice-Chairman)  
Dr. Patrick Barrett,  
Eilish Corcoran  
Phil McKenna  
Robin Newenham  
Dr. Edgar Ritchie  
Dr. John Walsh  
Rev. E. W. Hunter  
Denis Lyons  
Dr. Mark Phelan  
Dr. John Kelly  
Company Secretary – Mr. Gerard O’Callaghan

### **The functions retained by the Board are as follows:**

1. The declaration of policy and objectives for the improvement of services
2. The establishment of priorities for these improvements
3. Approving plans to meet the declared objectives within the approved priorities
4. The approval of works of a capital nature
5. The making of financial provision for the implementation of plans and priorities
6. The periodic review of the implementation of plans. This review would include such steps, as the Board considers necessary for the investigation of the level of services, the examination of expenditure against budget, and investigation of patient satisfaction and checks on management effectiveness and efficiency
7. The borrowing of money
8. The fixing from time to time of the number and kind of staff to be appointed by the Board
9. The appointment of Committees of the Board
10. The appointment or election of persons to be members of another body
11. The making, amending or revoking of any rules or standing orders for the conduct of meetings of the Board or its Committees
12. The appointment, retirement and superannuation of
  - (a) permanent Medical Consultants;
  - (b) Director of Nursing
  - (c) Temporary appointments to (a) and (b) above for purposes other than as substitute for permanent officers absent on annual, sick or other leave
  - (d) The engagement of industrial, architectural, engineering survey or allied Consultants.
13. The fixing or alteration of qualifications, conditions of service and remuneration of staff.
14. Disciplinary action against a member of the staff involving suspension from performance of duties or removal from office.
15. The purchase or disposal of property
16. Acceptance of tenders (other than those for supplies for day to day use in the hospital)

**Note:** The Chief Executive, in agreement with the Chairman or one Board Member, will have the authority to suspend any of the hospital's employees until the next Board Meeting.

### **4.3 Special Committees**

- Ethics Committee
- Finance Committee
- Health & Safety Committee
- Infection Control Committee
- Radiation Safety Committee
- Nurse Education Committee
- Nursing Quality Improvement Committee
- Therapeutics and Transfusion Committee
- Complaints Committee
- Clinical Risk Management Committee

## **5.0 Organisational Structure**

### **5.1 Management**

The Chief Executive carries out the duties and functions of the Authority, with the exception of certain functions, which the Board has reserved to itself (see 4.2).

#### **1. Chief Executive**

Mr. Gerard O'Callaghan

The Chief Executive is responsible for the day to day management of the hospital and the implementation of policy. He may, to whatever extent he considers appropriate, delegate to other staff the performance of any of the duties given to him by the Board. His primary functions are:

- ❑ Implementation of the service plan within the revenue budget allocated by the Department of Health & Children including the generation of income from other sources.
- ❑ Expenditure control, service developments and capital works
- ❑ Recruitment, appointment, supervision and remuneration of staff
- ❑ Determination of eligibility of individuals for services
- ❑ Hospital finance and accounts

#### **2. Finance & Resource Department**

Finance & Resource Officer – Mr. Tim Harrington

The Finance and Resource Officer is responsible for:

- ❑ The payment for services and goods to suppliers
- ❑ The patient billing and income function
- ❑ The payment of salaries / wages / pensions and Superannuation to staff
- ❑ The preparation and monitoring of annual budget
- ❑ The production of monthly accounts and financial and management reports
- ❑ Speciality Costings / Casemix functions

#### **3. Human Resources Department**

Human Resources Manager – Ms. Eleanor Driscoll

Human Resources Manager is responsible for:

- ❑ Human Resource Strategy
- ❑ Human Resource Planning
- ❑ Recruitment and Retention
- ❑ Employee Relations and promoting good relations with employees directly and their representative bodies
- ❑ Industrial Relations matters
- ❑ Communication / Employee Involvement
- ❑ Training and Development
- ❑ The maintenance of personnel records and statistics
- ❑ Ensuring best practice human resource policies and procedures which are kept up to date in terms of new employment legislation, and changing requirements at national and local level
- ❑ Managing and advising terms and conditions of employment
- ❑ Supporting Managers in their people management responsibilities and across all the above functions

## **4. IT & Management Information Services Department**

IT & Management Services Manager – Mr. Ronan O’Connell

### Planning & Co-ordination

Manage the development and delivery of ICT (Information Communications Technology) Services in support of the Hospital’s service plan

Increase management awareness of the capabilities and potential of information technology

### Application Development

To participate in project teams and provide project management

### User Support & Training

Management of daily user on-going support and training for 210 workstations and approximately 350 IT users

### Technical Services

Management and maintenance of ICT hardware and software and monitoring technical performance

### Management Services

Compiling and reporting Hospital activity and waiting lists

Supporting the understanding and analysis of these reports at user level

Preparing a service plan in prescribed format for submission to the Department of Health and Children

## **5. Risk Management**

Risk Manager – Ms. Maeve Goggin

Risk Management is concerned with the process of identifying and anticipating risks to patients, employees and others, and developing ways of avoiding or lessening those risks. Risk Management encompasses those policies, procedures and practices that are designed to improve clinical outcomes, reduce patient injury, reduce human error and provide better medical records.

Members of the Risk Management Department are involved with incident reporting, complaints, documentation, accreditation, health and safety, consent issues, freedom of information and administrative access requests, assisting staff in the development of policies and procedures, and road traffic accident accounts.

The staff are as follows:

Ms. Maeve Goggin, Risk Manager

Ms. Kara Ryan, A/Accreditation Co-ordinator

Ms. Breeda Sheedy

Ms. Louisa Hussey, FOI Officer

Ms. Eileen Geaney, Assistant Staff Officer

Ms. Trudy Caffrey, Health and Safety Officer

Ms. Niamh McCarthy, Assistant Staff Officer

## **6. Office of Director of Nursing**

Director of Nursing – Ms. Helen Donovan

The Director of Nursing's principle responsibilities are the effective management and leadership of the nursing service, and the provision of a high standard of quality nursing care in the hospital. This is achieved through the planning, formulation and implementation of nursing policy. The nursing department is divided into two directorates. An Assistant Director of Nursing has responsibility for each directorate.

The Director of Nursing and Assistant Director of Nursing work in collaboration with Clinical Nurse Managers, Clinical Nurse Specialists and Staff Nurses who are the nursing service providers in the hospital. The Nursing Department also acts as a clinical learning facility for nursing students affiliated to University College Cork.

## **7. Planning, Development & Strategy Department**

Planning, Development & Strategy Manager – Ms. Margo Topham

This department is responsible for developing clinical specialities with a key strategic focus, which delivers quality patient care in an efficient, effective and equitable manner.

There is also an operational remit in this work, necessitating the management of Patient Activity, as in throughput, etc. Clinical Services are planned through this department in close liaison with Consultant Medical Staff and relevant support areas. The staff are as follows:

Ms. Margo Topham, Planning, Development & Strategy Manager

Ms. Lynda O'Donnell, Senior Executive Officer

Ms. Eunice O'Regan, Cardiology Services Co-ordinator

Ms. Paula O'Neill, Staff Officer

Ms. Catherine Finn, Assistant Staff Officer

Ms. Laura Horan, Assistant Staff Officer

## **5.2 Department Heads**

### **Medical Supports Departments**

#### **1. Patient Discharge Co-ordinator**

Patient Discharge Co-ordinators – Ms. Sheila Deady, Ms. Noelle O'Callaghan, Ms. Sharon Haynes, Ms. Noreen Murray

The Patient Discharge Co-ordinator is responsible for facilitating the quick and comfortable return to the community of all patients discharged.

## **2. Patient Complaints Officer**

Patient Complaints Co-ordinator – Ms. Breeda Sheedy / Kara Ryan

The Patient Complaints Co-ordinator is responsible for investigating complaints and liaising with the relevant persons in accordance with approved procedures. It is endeavoured to make the complaints procedure easier for patients to access, more open and to resolve complaints quicker. As a result of this effective improvements can be made in the quality of service.

## **3. Pharmacy**

Ms. Muireann Ni Shuilleabhain, Chief Pharmacist

The Pharmacy Department is responsible for the safe, reliable and efficient procurement and supply of all pharmaceutical products. The department aims to optimise patients drug therapy and care through audit, information and education to patients, nursing and medical staff.

The Chief Pharmacist is responsible for ensuring that the Pharmacy Department follows its mission statement.

## **4. Pathology/Laboratory**

Ms. Tess Hogan, Laboratory Sister

This department is responsible for diagnosing, monitoring and controlling diseases in association with the medical profession. It also includes the phlebotomy service which is the taking of blood for samples for analysis by the relevant laboratories. Haematology analytical services are provided on site. Biochemistry analytical services are provided by Cork University Hospital, Bacteriology and Histology analytical services are provided by the Mercy University Hospital and Immunology analytical services by the Bons Secours Hospital. Some specialised tests require processing in Dublin, Galway and London.

## **5. Radiography**

Mr. Ciaran Walsh, Radiography Services Manager

The Radiology Department is a modern, well-equipped department with two general rooms, a fluoroscopy room, Ultrasound, Computed Tomography (CT), Mammography, MRI and a bone Density Scanner. An 'on-call' service is provided out of hours for general Radiography. Request for X-Rays should be sent to the X-Ray office or directly to the Radiographer after normal working hours. A Patient Archive and Retrieval System (PACS) is in operation in the Department.

## **6. Physiotherapy**

Ms. Breeda Kenny, Physiotherapist in charge

The Physiotherapist in charge is responsible for the provision of physical therapy to aid rehabilitation of patients after an illness or injury.

The Physiotherapy Department is situated on the first floor of the Victoria Wing of the Hospital, adjacent to the Gynae Ward. In-Patients are treated on the wards; out-patients and Occupational Health referrals are treated in the Physiotherapy Department. On the wards Physiotherapists treat patients with respiratory problems (e.g. chronic bronchitis, post surgery, ventilated patients) and patients with mobility problems – post stroke, Parkinson's disease, general debility, arthritis.

Patients from the OPD clinic are treated in the Physiotherapy Department. Typical conditions treated would include.

- Rheumatology patients (arthritis, neck, back pain)

- Soft tissue injuries, sprains, strains etc – usually referred from A&E
- Follow up treatments for patients discharged from wards – stroke patients, post ENT surgery etc.
- Patients with breathing / voice production problems referred from Speech and Language Therapy
- Women's health problems – stress incontinence, pelvic floor laxity
- Occupational Health – back pain, neck pain etc.

Treatment modalities include manual therapy (spinal mobilisation, soft tissue techniques, chest clearance techniques), exercise, electrotherapy, assessment for orthotic devices, splint-making, education.

## **7. Audiology**

Ms. Jean Hegarty, Chief Audiologist

The Chief Audiologist and her team deals with the knowledge, protection and rehabilitation of human hearing. The Audiology Department is an ultra modern unit with full state of the art equipment. It provides the full range of diagnostic tests for both adults and children. The Unit is supported by expertly trained staff where extensive on-going training is core to staff development. The Unit is also a training centre for Audiological students since 1994.

## **8. Nutrition & Dietetics**

Ms. Ann Heavers and Ms. Linda Perrott, Dietetic Managers

The Department is based in the Diabetics Centre, which is on the second floor of the Victoria wing of the Hospital. The Dieticians role is to improve the well being of those patients with clinically related nutritional problems. The main areas the Dieticians specialise in are; Endocrinology, Cardiology, Elderly Rehab, ENT and Oncology. An out-patient service is also provided.

## **9. Occupational Therapist**

Ms. Martina Agar, Occupational Therapist

The Occupational Therapist analysis the effect of temporary or permanent illness or disability on a persons everyday life and facilitates a return to independent living as far as maybe possible. Emphasis is placed on assessment, identifying issues and problem solving. Intervention may focus on activities of daily living (e.g. dressing, bathing), home skills, provision of appropriate equipment, home visiting, cognitive and perceptual issues and work on upper limb function. In all these areas the Occupational Therapist works closely with other professionals.

## **10. Speech & Language Therapist**

Ms. Teresa Hanevy, Speech and Language Therapist

The Speech and Language Therapy Department is responsible for the assessment, diagnosis and management of people presenting with communications and swallowing disorders. The service is provided to in-patients and out-patients in the following client groups, Head & Neck Oncology, ENT, Adult Neurology, Elderly Rehabilitation

The Department is involved in holding the following specialist assessment clinics:

Fiberoptic Endoscopic, Evaluation of Swallowing, Voice Stroboscopy, Videofluoroscopy

## **Catering & Household Department**

1. Department Manager – Ms. Pauline Hannafin

The Department Manager is responsible for the organisation, control and management of the Catering and Household functions of a high standard to patients and staff, bearing in mind the continuous requirement of the patient, day and night, every day of the year. This includes the organisation and management of catering services in the central kitchen, ward kitchens, central staff restaurant and public cafeteria, as well as the organisation and management of the hospital within the Catering Department, cleaning and laundry services.

## **Maintenance Department**

1. Maintenance Officer – Mr. Jim Kennedy

The Maintenance Officer is responsible for the provision of maintenance and minor capital works in the hospital complex.

## **5.3 Support Sections**

- |  |   |
|--|---|
| □ Supplies                                 | Ms. Noreen Dorgan<br>Materials Officer  |
| □ Patient Accounts                         | Ms. Colette Dooley /Brenda Murray<br>Staff Officer  |
| □ Wages & Salaries                         | Mr. Derek Mulvihill<br>Section Officer  |
| □ Nominal Ledger/Creditors Accounts        | Ms. Carol Barry<br>Staff Officer  |
| □ Medical Records/General Staff Supervisor | Ms. Catherine Lane/<br>Ms. Nora O'Mahony<br>Medical Records Officer/General<br>Staff Supervisor |

- Admissions

Ms. Mary O’Connell  
Admissions Officer

Ms. Fiona Mohally  
Patient Admissions Co-ordinator
  
- X-Ray

Ms. Ruth Crowley  
Administrative Supervisor
  
- Medical Library

Ms. Julia O’Rourke  
Librarian
  
- Portering Department

Mr. Colm Murray  
Portering Services Officer

Mr. Michael Tighe/  
Mr. Michéal O’Connell  
Deputy Head Portering Services  
Officer
  
- Chaplaincy/Pastoral Care Service

Rev. Fr. Francis Kelleher and Fr. Jack Twomey and Catherine Quaine provide Roman Catholic services. Rev. Mark Walker provides Church of Ireland services. Chaplains for other denominations are available as necessary.

**Contractors**

- Contract Cleaning

Reports to Assistant Director of Nursing. Contract cleaning in the South Infirmary wing, is carried out under the supervision of the Contract Cleaning Supervisor
  
- Security Services

Reports to Maintenance Officer

## 5.4 Consultant Staff

<b>South Infirmary - Victoria Hospital CONSULTANT MEDICAL STAFF</b>
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### **Consultant Surgeons**

Mr. Adrian Ireland, M.C.H., F.R.C.S.I.

Mr. Denis Richardson, F.R.C.S.

Ms. Deirdre. O’Hanlon, M.B., BCh., B.A.O., M. Med Sci., M.D., F.R.C.S.I., F.R.C.S.(gen)

### **Consultant Otorhinolaryngologist**

Mr. T.J. O’Sullivan, F.R.C.S. (C)

Mr. G. O’Leary, F.R.C.S.

Mr. Peter O’Sullivan, BSc., MPhil., F.R.C.S.I.

### **Consultant Physicians**

Dr. Noel Cahill, M.R.C.P. (UK), D.A.B.I.M., D.A.B.C. Consultant Cardiologist

Dr. Gerard Fahy, M.B. Bch, N.U.I., Consultant Cardiologist

Dr. Mark Phelan, M.R.C.P. (UK) Consultant Rheumatologist / Physician

Dr. C.H.Walsh, M.D., F.R.C.P. (Lond), F.R.C.P. (Edin) Consultant Physician Endocrinologist

Dr. Colm Henry, MRCP, MRCGP, DME, Consultant Physician in Geriatric Medicine

Dr. Kieran O’Connor, MSc.MB.MRCPIR, Consultant Physician in Geriatric Medicine

### **Consultant in A&E Medicine**

Dr. Gemma Kelleher, MB, FRCSI, MMEDSC

Dr. Gerry McCarthy, FRCSI, FRCSEd (A&E) FFAEM

### **Consultant Anaesthetists**

Dr. John Walsh, M.B.B.S., F.R.C.A.

Dr. Bryan Ahern, F.R.C.A., F.F.A.R.C.S.I.

Dr. Clare Murray, M.B., M.Ch. B.A.O., F.F.A.R.C.S.I.

### **Consultant Radiologist**

Dr. Neil O’Donovan, B.Sc. (HONS), M.B., B.Ch., B.A.O., M.R.C.P.I., F.R.C.R., F.F.R., R.C.S.I.

Dr. Simon Blake, F.F.R. – R.C.S.I., F.R.C.R., M.Sc (Rad Sci)

Dr. Pauline Smiddy, BSc(Hons), MB, BCh, BAO, MRCPI, FRCR, FFRRCSI

Dr. Michael Murphy, M. B., B. Ch., B.A.O., M.R.C.P.I.

### **Consultant Gynaecologist**

Dr. Andrew Curtain, F.R.C.S., F.R.C.O.G., F.A.C.O.G.

Dr. John Coulter, M. R. C. O. G.

**Consultant Dermatologist**

Dr. John Bourke, M.D., F.R.C.P.I.

Dr. F. Lyons, F.R.C.P.I.

Dr. Michelle Murphy

**Consultant Medical Oncologist**

Dr. Seamus O'Reilly, BSc., M.D., PhD, F.R.C.P.I.

**Consultant Plastic Surgeon**

Mr. Sean T. O'Sullivan, M.D., F.R.C.S.I., F.R.C.S.C. (Plastic)

**Visiting / Sessional Consultants**

Dr. D. Corr, Consultant Obstetrician/Gynaecologist

Dr. Stephen Cusack, A&E Consultant

Dr. John Dennehy, Consultant Psychiatrist

Ms. Sinead Fenton, Consultant Ophthalmic Surgeon

Dr. John Gallagher, Occupational Health Physician

Dr. Maurice Hurley, Consultant Radiotherapist

Mr. Gordan Mullins, Consultant Oncologist

Dr. Liam Mundow, Consultant Obstetrician / Gynaecologist

Mr. William J. Ryan, Consultant Oral Surgeon

Dr. Noel Tangney, Consultant Paediatrician

**Honorary Consultants**

Dr. Patrick Barrett, Consultant Radiologist

Professor David M. Jenkins, Consultant Obstetrician/Gynaecologist

Professor Paul Redmond, Professor of Surgery, Cork University Hospital

Dr. Edgar Ritchie, Consultant Obstetrician/Gynaecologist

Professor Fergus Shanahan, Professor of Medicine, Cork University Hospital

Professor George Shorten, Professor of Anaesthesia, Cork University Hospital

## **6.0 Service Directory**

### **6.1 Introduction**

This Directory briefly outlines the services provided at the South Infirmary – Victoria University Hospital.

### **List of Services:**

#### **6.2 Central/Corporate Services**

- Office of the Chief Executive

#### **6.3 Management Support Units**

- Finance & Resource Department
- Planning Development & Strategy Department
- Human Resources Department
- IT & Management Services Department
- Risk Management/Complaints/Freedom of Information Department/Accreditation/Health and Safety

#### **6.4 Nursing Services**

- Office of Director of Nursing

#### **6.5 Para – Medical support Services**

- Pathology/Phlebotomy
- Radiography
- Audiology
- Pharmacology
- Physiotherapy
- Dietetics
- Speech & Language Therapy
- Occupational Therapist

#### **6.6 Catering and Household Department**

#### **6.7 Maintenance Department**

## **6.8 Support Sections**

- Social Worker
- Supplies
- HIPE Department (Hospital In-Patient Statistical Enquiry System)
- Medical Records
- Admissions
- General Administration Support
- Chaplaincy/Pastoral Care
- Portering and Transport

### **Contractors**

- Security
- Cleaning

## **6.9 Medical Services**

- Accident and Emergency
- Cardiology
- Otorhinolaryngology (ENT)
- Endocrinology
- Diabetic Medicine
- Physical Medicine
- Rheumatology
- Dermatology
- General Surgery
- Gynaecology
- Gynaecology Oncology
- Oncology including Breast Care
- Geriatrics
- Genito-Urinary Medicine/S.T.D.
- Anaesthesiology
- Radiology
- Occupational Health
- Plastic Surgery

The following services are provided by visiting Consultants;

- Radiotherapy
- Psychiatry
- Paediatrics
- Ophthalmology
- Dental/Oral Surgery
- Medical Oncology

## **6.10 Ambulance Service**

Ambulance services are provided by the HSE Southern Region Area, under the control of the Chief Ambulance Officer. Emergency transportation to hospital as well as routine inter-hospital transfers are organised by this service. In the case of routine or emergency inter-hospital transfers the service is pre-booked or booked on an urgent basis by the authorised medical or nursing personnel at the hospital. In addition, we also use private ambulance services provided by the Medi-Call Ambulance Services for inter-hospital transfers.

## **6.11 Education/Training**

- ❑ Audiometrician/Audiological Technician
- ❑ Cardiac Technician
- ❑ Nursing
- ❑ Medical

## **7.0 Brief Description of Services**

The following is a brief description of the specialities and services provided at the South Infirmary – Victoria University Hospital.

### **7.1 Brief Description of Corporate / Central Services**

#### **Office of the Chief Executive**

The Chief Executive is responsible for the General Management of the hospital and liaises with all disciplines as well as external agencies and public representatives.

The Chief Executive carries out the executive functions of the Board and is responsible for:

- The development and implementation of the Service Plan within the budgetary allocation for same.
- The Recruitment, appointment, supervision and remuneration of staff
- The determination of eligibility of individuals for services
- The implementation of policies and development of strategic and operational plans
- Monitoring agreed levels of clinical activity
- Capital developments and management of budgets for revenue and capital expenditure.

## **7.2 Brief Description of Management Support Units**

### **The Finance & Resource Officer**

The Finance & Resource Officer manages the finance and resource functions at the hospital. These include the payment to suppliers for goods and services, payment of salaries and wages, patient accounts and provision of management reports. The Finance & Resource Officer is responsible for the efficient operation, in conjunction with appropriate officers, of the hospital's financial management and cost accounting systems in all service programmes and functional areas of the hospital.

Responsibilities also include the provision of cost data, financial management information and the proper recording, maintenance and checking of all financial systems information. Implementation of "Accounting Standards for Voluntary Hospitals" as set out by the Department of Health and Children.

### **Human Resources Department**

The Human Resources Manager and the staff of the Human Resources Department work together as a team to ensure best practice human resource policies and procedures are applied at the South Infirmery – Victoria University Hospital. This includes human resources planning in light of strategic developments planned at the hospital, recruitment and retention of staff with the required experience, knowledge and skills to provide the highest quality service to patients, their relatives and others who interact with the hospital. Providing training and development opportunities to promote continuous development of staff working in the hospital.

In relation to training and development programmes, priorities are identified in consultation with the various line managers and in accordance with requests received in the Human Resources Department as well as requirements identified in line with planned developments, legislative requirements and such like. The Human Resources Manager is also responsible for promoting communications in the hospital as well as performance management and employee reward and payment schemes. The Human Resources Department is responsible for promoting the hospital as an organisation which values employees work life balance requirements as well as promoting diversity management policies which respect the dignity of all staff working at the hospital and promotes equality of opportunity for all employees. The Human Resources Manager provides support and advice on all human resource management areas to all managers throughout the hospital with a view to ensuring each manager fulfils their dual role as manager in their particular area, along with that of a Human Resources Manager for their own staff group.

The Human Resources Department is also responsible for safety, health and welfare at work of all employees. The Human Resource Department proactively encourages improved relations with employees through direct communication and with staff representative groups in relation to all human resource matters. The Human Resources Manager and/or other Human Resource staff participate in hearings such as Rights Commissioners, Employment Appeals Tribunal, Labour Court and other similar type proceedings.

### **IT & Management Information Services Manager**

IT & Management Services Manager – Mr. Ronan O'Connell

The IT & Management Services Manager is responsible for the management of development and delivery of ICT services in support of the hospital's service plan.

ICT services incorporate planning and co-ordination, application development, user support, technical services and management services.

## **Planning, Development & Strategy Manager**

This department is involved in the development of clinical specialities with a key strategic focus, which delivers patient care in an efficient, effective and equitable manner. There is also an operational emphasis in this work necessitating the management of patient activity as in throughput etc. Clinical services are planned through this department in close liaison with the Consultant medical staff and relevant support areas.

## **Risk Manager**

Risk Management is the means through which we move towards improved quality. Objective of Risk Management within the hospital is to improve the quality and safety of service given to patients. Risk Management is concerned with the process of identifying and anticipating risks to patients, employees and others, and developing ways of avoiding or lessening those risks.

Risk Management is a process designed to study all forms of risk and to put in place mechanisms for the reduction, elimination or transfer of those risks. Primary role of Healthcare Risk Management is to improve quality of care through the identification and elimination of potential risk.

The Risk Management Department advises on the identification, analysis and treatment of risk. The department assists in the development of policies, procedures and practices that are designed to improve quality and safety of services provided. The Risk Management Department deals with the management of hospital litigation, incident reporting, accreditation, health and safety, complaints, freedom of information, administrative access procedures and road traffic accident accounts.

### **Health & Safety Officer**

The main responsibility of the Health and Safety Officer is to act as an advisory and information source and resource to management and staff on safety, health and welfare matters. Additional responsibilities include co-ordination of the organisation's health and safety management system, management of the Hospital Safety Statement and other statutory documentation. The Health & Safety Officer actively seeks to ensure that the Hospital complies with all safety legislation and all other statutory requirements and encourages best practice.

### **Accreditation Co-ordinator**

The Accreditation Co-ordinator has responsibility for the management and progression of accreditation within the hospital. This involves liaising with the Irish Health Services Accreditation Board on behalf of the hospital and assisting in establishing accreditation objectives. The Accreditation Co-ordinator supports and updates all staff on the accreditation process as necessary.

### **Patient Complaints Co-ordinator**

The Complaints Co-ordinator is responsible for investigating complaints and liaising with the relevant persons in accordance with approved procedures. It is endeavoured to make the complaints procedure easier for patients to access, more open and to resolve complaints quicker. As a result of this effective improvements can be made in the quality of service.

### **Freedom of Information Officer**

The Freedom of Information Officer has the responsibility for dealing with Freedom of Information and administrative access requests promptly and correctly. Duties also include the establishment/development of statutory documentation required under the Freedom of Information Act 1997 and the development of guidelines to define/identify records maintained.

### **Patient Discharge Co-ordinators**

The Patient Liaison Officer is responsible for facilitating the quick and comfortable return to the community of all patients discharged including liaison regarding the screening of applications for admission to respite beds, convalescent beds, assessment beds, long stay hospital, welfare home, nursing accommodation etc.

## **7.3 Brief Description of Nursing Services**

### **Department of Nursing**

The Director of Nursing's principle responsibilities are the effective management and leadership of the nursing service, and the provision of a high standard of quality nursing care in the hospital. This is achieved through the planning, formulation and implementation of nursing policy. The nursing department is divided into two directorates. An Assistant Director of Nursing has responsibility for each directorate.

The Director of Nursing and Assistant Director of Nursing work in collaboration with Clinical Nurse Managers, Clinical Nurse Specialists and Staff Nurses who are the nursing service providers in the hospital. The Nursing Department also acts as a clinical learning facility for nursing students affiliated to University College Cork.

## **7.4 Brief Description of Para – Medical Support Departments**

### **□ Pharmacy**

The Pharmacy Department is responsible for the safe, reliable and efficient procurement and supply of all pharmaceutical products. The department aims to optimise patients drug therapy and care through audit, information and education to patients, nursing and medical staff.

The Chief Pharmacist is responsible for ensuring that the Pharmacy Department follows its mission statement.

### **□ Pathology/Laboratory Services**

This service involves diagnosing, monitoring and controlling diseases in association with the medical profession. It also includes the phlebotomy service which is the taking of blood samples for analysis by the relevant laboratories. Haematology analytical services are provided on site. Biochemistry analytical services are provided by Cork University Hospital, Bacteriology and Histology analytical services are provided by the Mercy Hospital and Immunology analytical services by the Bon Secours Hospital. Some specialised tests require processing in Dublin, Galway and London.

### **Access**

- This service deals with all in-patient samples requested for analysis by the relevant care staff
- Referrals from Out-patient Clinics, Accident and Emergency Department
- Referral by General Practitioners
- Referrals from Consultant's Private Rooms

□ **Radiography**

The Superintendent Radiographer and team provide para-medical support to the Radiologists in carrying out imaging procedures

**Access**

- (See radiology services section 7.7 – access to medical services)

□ **Physiotherapy**

The Physiotherapist in charge and team are responsible for the use of physical therapy to aid rehabilitation after an illness or injury. It also involves education, assessment and providing information to the patient as well as assessments and rehabilitation services in support of medical and nursing services. The aim is to maintain or regain a patient/client's optimum level of physical, mental and emotional well being, as well as preventing or delaying the onset of disability or illness.

**Access**

- Referrals from Out-patient Clinics
- Referrals in respect of in-patients as necessary post discharge
- The Physiotherapy service is provided to all in-patients as and when required
- Referrals from Accident and Emergency Department

□ **Audiology**

The Audiology service is part of the regional ENT service. The Chief Audiologist and her team are responsible for services in connection with hearing problems and tests are performed and analysed by the relevant member of the team. This service is closely lined to the ENT service as well as rehabilitation and other services in the community sector.

**Access**

- Referrals to the audiology service are generally through the ENT Clinic at the South Infirmary – Victoria Hospital as referred by a member of the ENT medical team.
- Referrals from General Practitioners/Family Doctors are firstly to the ENT Clinic with referral as necessary from such clinics to the audiology service.
- Referrals as above are also received from Child Welfare Clinics held in the Community and Community Health Services e.g. school medical examinations, community audiology clinic.
- Referrals from Consultants from other hospitals are firstly to the ENT Clinic
- Referrals are also received from the National Hearing Service where a person may have been referred in the first instance by e.g. their General Practitioner.
- Consultants in other specialities in the South Infirmary – Victoria Hospital can refer to the Audiology service but again through our ENT Clinics in the first instance.

**Hearing Aids**

- If a patient/client needs aural rehabilitation i.e. hearing aid they are referred from the audiology clinic to the National Hearing Service as appropriate or to another hearing aid service. Eligibility/Patient Choice determines same.

### □ **Dietetic Service**

The Dietician is responsible for the provision of a dietetic and nutrition service within the hospital, which involved the assessment and education of the patient. It also includes the monitoring and follow-up of therapeutic dietetic advice given.

#### Access

- Referrals on medical request in respect of in-patients and out-patients attending clinics.

### □ **Speech and Language Therapy Department**

The Speech and Language Therapy Department is responsible for the assessment, diagnosis and management of people presenting with communications and swallowing disorders. The aim of the therapy is to optimise communication and swallowing function and thus improve the quality of life for family and carers. The Speech and Language Therapy service in the South Infirmary – Victoria Hospital is provided to all in-patients and out-patients of the hospital. We provide a specialist service in the following areas

- Dysphagia (swallowing disorders) – objective assessments using videofluoroscopy and F.E.E.S.
- Voice – objective voice stroboscopy clinics with ENT department.
- Head and neck oncology
- Elderly rehabilitation

#### Access

- Access to the service is only through written referral from a Consultant in the South Infirmary – Victoria Hospital.

### □ **Occupational Therapist**

The Occupational Therapist analysis the effect of temporary or permanent illness or disability on a persons everyday life and facilitates a return to independent living as far as maybe possible. Emphasis is placed on assessment, identifying issues and problem solving. Intervention may focus on activities of daily living (e.g. dressing, bathing), home skills, provision of appropriate equipment, home visiting, cognitive and perceptual issues and work on upper limb function. In all these areas the Occupational Therapist works closely with other professionals.

#### Access

- In-patient referrals

### □ **Social Work Department**

The role of the Social Work Department is to provide a comprehensive professional social work service to the patients of the South Infirmary/Victoria University Hospital, their families and significant others. This may be performed by working with patients directly on a one-to-one basis, indirectly through family support, as a mediation forum, through group work, or through assessment of need and referral to other relevant and appropriate agencies.

Referrals are made through the medical, nursing and paramedical staff of the Hospital.

## **7.5 Brief Description of Other Non-Medical Support Departments**

### **□ Catering Service/Housekeeping Service**

The Department Manager is responsible for the organisation, control and management of the catering and household functions to a high standard to patients and staff, bearing in mind the continuous requirement of the patient, day and night, every day of the year. This includes the organisation and management of catering services in the central kitchen, ward kitchens, central staff restaurant and the public cafeteria.

Housekeeping services include the organisation and management of hospital cleaning (Victoria Wing) and laundry services. The Department Manager ensures that quality services as above are delivered promptly and meets varying requirements. The Department Manager is responsible for the catering and household staff, the control of operations and waste, as well as ensuring all relevant legislation and policies are adhered to.

### **□ Maintenance Service**

The Maintenance Officer is responsible for the provision of maintenance services to the hospital itself and the site in general. Routine maintenance, upgrading work as well as developments and extensions are organised and supported by the staff of this department. The procurement of materials and contractor services required for maintenance work is also organised by the Maintenance Officer. This department is also responsible for the maintenance, repair, upkeep and efficient operation of the mechanical, electrical, communication, gas and other plant and services owned or utilised by the hospital. The Maintenance Officer also assists with, informs and liaises with relevant fire authorities in relation to fire safety.

## **7.6 Brief Description of Support Sections**

### **□ Supplies**

This department is responsible for the procurement of goods and services in accordance with legislation, hospital policies and procedures. Stock management and organising deliveries of supplies throughout the hospital are co-ordinated by the Supplies Department. The Supplies Department also liaise with the Hospital Procurement Services Group at national level.

### **□ Patient Accounts**

This department deals with the organisation, control and collection of all private/public in-patient and day case accounts in accordance with health legislation. Check all health insurance patients covered and eligibility and adhere to the rules and regulations to secure and maintain the hospital's income. Verify and check all health insurance claims for submission on a monthly basis with reference to the closing dates for each Insurance Company. Prepare bank lodgements and reconcile visa/mastercard statements. Run all monthly reports, prepare and balance year end figures for annual audit. Assist the Finance Department in the preparation of reports, budgets and estimates regarding patient income.

□ **Nominal Ledger/Creditors Accounts**

This department deals with the payments to creditors, expense accounts, etc (in accordance with the late payment in commercial transactions 2002), the maintenance of the nominal ledger/trial balance and preparation of the I & E reports.

□ **Wages and Salaries**

This department deals with the administration of computerised monthly, fortnightly and weekly payrolls in respect of all hospital employees. It is responsible for the submission of PAYE and PRSI returns to the Revenue Commissioners and the maintenance of superannuation schemes as well as assisting the Finance Officer in the preparation of annual pay budgets.

□ **Medical Records/General Staff Supervisor**

This department provides support for the issue, retrieval and safe storage of patient records (with the exception of x-rays) for in-patients, out-patients, research, audit of services and HIPE (Hospital In-Patient Enquiry System). Off site storage is now in use by the medical records department, x-ray department, A&E Department and ENT department due to the large volume of medical charts. The Medical Records Officer/General Staff Supervisor also supervises medical secretarial and clerical support staff in the Accident and Emergency Department, Out-patients department and ward clerk staff.

A schedule of out-patient clinics held at the South Infirmary – Victoria University Hospital is given in Appendix 1.

□ **X-Ray**

Services are provided to in-patients, out-patients and to persons referred by General Practitioners. General radiography and specialist services are available as well as an on-call service where necessary. Administrative and clerical support is provided under the supervision of the Administrative Officer. The administrative and clerical staff provide secretarial services as well as retrieval and storage of x-ray films and reports in respect of services provided in the department.

□ **Admissions**

The Admissions Co-ordinator, Admissions Officer and staff of the department organise, schedule and co-ordinate hospital admissions and transfers. Patient discharges and external transfers are monitored to ensure maximum usage of available beds for patients waiting admission following accepted General Practitioner referrals, emergency admissions or scheduled admissions from waiting lists etc

□ **Medical Library**

The medical library is open to all the staff in the hospital. The library keeps a wide range of journals, books and other publications with special emphasis on the disciplines taught at the South Infirmary – Victoria Hospital. The library also provides web access and database links for research purposes. The aim of the library is to support the educational/research requirements essential to the South Infirmary – Victoria University Hospital as a teaching hospital affiliated with University College Cork.

#### □ **Portering**

The Porters provide services to all hospital wards, theatres, clinics and other departments as agreed. Services include transportation of patients to and from departments, transfer of medical records, patient samples and similar messages between departments. Other duties include collection of waste, linen, organising equipment, mortuary service, grounds and transport services.

#### □ **Employee Assistance Programme**

The South Infirmary – Victoria University Hospital Employee Assistance Programme was officially launched in December 2001 by the South Infirmary – Victoria Hospital’s CEO, Mr. Gerard O’Callaghan. It is a free, confidential service for all staff members of the South Infirmary – Victoria University Hospital. It aims to give counselling and support for any issue, work-related or otherwise, which have an impact upon work-performance. The Employee Assistance Officer is Maeve Moroney and can be contacted at Extension 26226 (021-4926266).

The Employee Assistance Programme gives: support and understanding, help and assistance. Employee Assistance Department is open from Monday, Tuesday and Friday 9.30 a.m. to 1.00 p.m. Wednesday 10.30 a.m. – 2.00 p.m. and Thursday 11.30 am. to 3.00 p.m.

#### □ **Chaplaincy/Pastoral Care Service**

Rev. Fr. Kevin Shanahan and Rev. Fr. Francis Kelleher provide Roman Catholic services. Rev. Eileen Cremin provides Church of Ireland services. Chaplains for other denominations are available as necessary. Mr. Karl Bergin - Pastoral Care.

### **Contractors**

#### □ **Contract Cleaning Services**

An outside contract cleaning company is responsible for cleaning services at the South Infirmary Wing of the hospital.

#### □ **Security**

Security services are provided on a contract basis to cover the Accident and Emergency Department, main reception area and the entrance to the Victoria Wing of the hospital. The Maintenance Officer is the hospital liaison person for this service.

## 7.7 Brief Description of Medical Services

### □ Accident and Emergency

This service provides emergency care and treatment to people following accidents and emergencies. This Accident and Emergency Department is open on a twenty four hour basis. The Accident and Emergency Department currently has a Consultant compliment of one whole time equivalent post. This is made up of three Consultants who also have sessional commitments to the other acute hospitals in Cork City emergency Medicine service.

Consultant Names:

Dr. G. McCarthy, Consultant in A&E Medicine

Dr. G. Kelleher, Consultant in A&E Medicine

### □ Anaesthesiology

This service is responsible for the administration of anaesthesia for surgery. It also provides a service for acute and chronic pain control. Advising and managing patients is an integral part of this service.

### □ Dermatology

This service involves the diagnosis and treatment of skin disorders. The services are provided on a regional basis, which means we are the main acute general hospital for providing this specialist service locally and in the greater Munster area. Accordingly referrals are accepted from General Practitioners as well as from Consultants in other acute hospitals in the greater southern region. Referrals to this service for patients/clients of our hospital are accepted from in-patients and out-patients clinics. Out reach clinics are provided on an appointment basis at Tralee General Hospital and Cork University Hospital (by our Consultant Dermatologist) – for more information regarding these appointments contact the relevant hospital – Tralee General Hospital 066 – 7126222 and Cork University Hospital 021 – 4546400. For information in relation to the service provided at the South Infirmary – Victoria University Hospital contact the hospital at 021 – 4926100.

### □ Ear, Nose and Throat

This service provides specialist diagnosis and treatment of conditions of the ear, nose and throat on a regional basis, which means we are the main acute general hospital for providing these specialist services locally and in the greater Munster area. Accordingly referrals are accepted from General Practitioners as well as from Consultants in other acute hospitals in the greater southern region. Referrals to this service for patients/clients of our hospital are from other Consultant clinics and in-patient cases and the Accident and Emergency Department.

Referrals are also taken from Consultants private rooms.

For more information in relation to the service provided at the South Infirmary – Victoria Hospital contact the hospital at 021 – 4926100.

□ **General Medicine**

(Treatment of disease by non-surgical means)

▪ **Cardiology**

This service involved the study, diagnosis and treatment of malfunctions and disorders of the heart. As part of the diagnostics services a range of cardiology tests are available.

▪ **Rheumatology and Physical Medicine**

This service involves the study, diagnosis and treatment of inflammation of the joints and muscles.

▪ **Endocrinology**

This service involves the diagnosis and treatment of conditions of the glandular system and hormones.

▪ **Diabetology**

This service involves the diagnosis, treatment and monitoring of diabetes.

□ **Geriatric Medicine**

The Geriatric Medicine Department in the South Infirmary – Victoria University Hospital is comprised of the following people: (1) Dr. C. Henry, Consultant Geriatrician, (2) Registrar, (3) From July 1<sup>st</sup> 2003 SHO. At present the department sees consults from other medical and surgical teams. This unit will rehabilitate older people from both the acute ward in the Mercy Hospital and from patients in other wards from both the Mercy Hospital and the South Infirmary – Victoria Hospital whom the Geriatric Consultant sees on consultation. The Rehabilitation Unit will be supported by a full nursing staff and paramedical staff including Physiotherapists and Occupational Therapists as well as Speech and Language Therapists.

□ **General Surgery**

This service involves the study, diagnosis and treatment of diseases, injuries and deformities by surgical and other intervening methods.

□ **Plastic Surgery**

This service accepts referrals from GP's and consultants in the Munster and South Leinster region.

Plastic surgery service in the South Infirmary – Victoria Hospital provides a specialist service particularly in the area of breast reconstruction, elective breast surgery, head and neck reconstruction and skin malignancies.

□ **Gynaecology**

This service focuses on the health care needs of women and involves the study, diagnosis and treatment of conditions and diseases of the female reproductive organ.

□ **Gynaecology Oncology Service**

This service deals with the study, diagnosis and treatment of gynaecological cancers

□ **Radiology**

This service is concerned with diagnostic imaging techniques including the use of ionising radiation and the use of ultrasound.

□ **Sexual Assault Treatment Unit**

The Unit provides a comprehensive and co-ordinated forensic and medical aftercare service to both males and females over 14 years of age, who have been sexually assaulted.

***Core services provided***

- A dedicated unit where clients who have been sexually assaulted can be examined and treated in a holistic way.
- Forensic medical examination
- Emotional and practical support consistent with the wishes of the individual.
- Liaise with the Rape Crisis Centre according to the clients wishes.
- Post coital contraception and pregnancy testing service.
- Screening for sexually transmitted diseases.
- Assist and support clients by appropriate provision of information, liaison, referrals and advocacy.
- Answering queries from rape victims and their relatives and directing them to the appropriate services i.e. Gardai, Rape Crisis Centre, Social Workers and Oss Cork (domestic violence).

***Access Hours***

The Unit provides a 24-hour service, 365 days of the year

1 Clinical Nurse Manager	8.30 a.m. – 4.30 p.m.
6 General Practitioners	provide off site on-call service
10 Nurses	provide off site on-call service

**Main sources of referral:**

Gardai, General Practitioner, Self Referral, Rape Crisis Centre, Public Health Nurses, Social Workers

The Unit may, along with providing professional medical attention, refer clients to Accident and Emergency Departments, Infectious Disease Clinics, Obstetrics and Gynaecology Specialists where appropriate.

## □ **Occupational Health Services**

Advice and expertise is available on occupational health issues that affect hospital staff, to include immunisation of staff, health surveillance, pre-employment medical assessments, return to work and sickness absences. The service also includes food handling protocols, work place inspections, first aid assessment and treatment of all staff members injured or ill while at work. Violent incidents and blood/body fluid exposure are followed up. Counselling and support services are made available to all staff members.

This service also plays a role in the preventative, promotional and maintenance of health, safety and welfare of all hospital staff, in accordance with Safety, Health and Welfare at Work Act and EU regulations.

An Occupational Health Nurse is employed on a full time basis in the unit and supports the clinical aspects of the service. She also manages the service on a day to day basis, in respect of all the foregoing.

### **Access**

- Self referral
- Department Heads referral
- Occupational Health Nurse referral
- Human Resources Department referral.

### **The following specialities are provided by visiting Consultants:**

- Radiotherapy - Provision of radium treatment to cancer patients
- Psychiatry - Diagnosis, provision of treatment and implementation of strategies to prevent mental, emotional and behavioural disorders.
- Ophthalmology - Study of the physiology, anatomy and pathology of the eye
- Paediatrics - Involves the diagnosis, treatment and development of preventative measures in relation to diseases effecting children
- Oral/Dental - Diagnosis and treatment of oral / facial diseases and problems
- Medical Oncology - Provide diagnosis, treatment and work with palliative care services as necessary with patients with cancer

### **Access**

- The Ophthalmologist holds one clinic session per week at the hospital and sees referrals from our hospital Consultants
- The Radiotherapist holds a joint clinic with the ENT service and sees referrals from our hospital Consultants
- All other visiting Consultants services are arranged at the request of our hospital's Consultants for referrals deemed necessary in their medical opinion.

## **7.8 Brief Description of Education / Training Services**

The South Infirmary – Victoria Hospital is a teaching hospital attached to University College Cork.

### **Trainee Audiometrician / Audiological Technician**

As part of our regional ENT service the hospital provides training opportunities for Audiometricians / Audiological Technicians.

Information for interested persons is available from the Human Resources Department of the Hospital. Tel. (021) 4926100 Fax. (021) 4310153

### **Nursing**

The South Infirmary – Victoria University Hospital is committed to teaching and professional training and making a commitment to research, innovation and staff development. The Student Nurse Training Degree programme is a four year programme run by the Department of Nursing Studies in University College Cork in partnership with Health Service providers. Applications are via the C.A.O. (Central Applications Office).

### **Medical**

The South Infirmary Victoria University Hospital is committed to providing teaching and professional training and making a commitment to research, innovation and staff development in the practice of medicine. The Medical Undergraduate Training Programme runs in association with the relevant National Colleges. Applications are via the C.A.O. (Central Applications Office) or local enquiries to the Admissions Office, University College Cork. Tel. (021) 4902948.

### **Cardiac Technician**

#### Student Cardiac Technician

Practical training for student technicians is on site with the academic part of training taking place in DIT Kevin Street, Dublin. The course is attended on a part time basis and leads to a Certificate in Medical Physics and Physiological Measurement. Attendance on the course is subject to being accepted as a student cardiac technician within a recognised Cardiology Department. Student places in this Department are advertised in the National Sunday papers as they become available. Two professional examinations are taken during training leading to associate membership of the Society of Cardiological Science and Technology.

Training format is currently under review and is changing to a degree programme. This will be college based and applications will be through the CAO.

## **8.0 Classes of Records Held (Section 15)**

Main classes of records held at the South Infirmery – Victoria Hospital are:-

### **(a) Patient Services (Personal – Medically Related)**

- Casualty records
- Day Ward records
- Medical records
- Pathology records
- Physiotherapy records
- Specialist Out-patient records
- X-ray films and reports
- Waiting list record

### **(b) Administration**

- Administrative files e.g. Minutes of Meetings etc.
- Contract documents
- I.T. computer files
- Legislation/circulars/procedures/guidelines
- Financial records
- Legal files
- Personnel files
- Policy documents
- Tender documents/purchasing records
- Staff records (other than personnel files)
- Asset register
- Statistical records (incl. HIPE i.e. Hospital In-patient Enquiry System)
- Complaints records
- Insurance records
- Occupational Health records
- Memorandum and articles of association of the South Infirmery – Victoria Hospital Ltd.
- Health and Safety Statements

### **(c) Nursing**

- Nursing care plans
- Policies/protocols/guidelines
- Patient care plans

## **9.0 How to Obtain Information – Routine and Administrative Access (Section 15)**

### **9.1 Introduction**

The South Infirmery – Victoria University Hospital already makes available to the public certain information as requested and information on its functions and activities. Certain information will continue to be available without having to make a formal request under the Freedom of Information Act 1997. We endeavour to provide information in the required format of the applicant.

## 9.2 Making the Application

Access to record and information may be sought by:-

- ❑ Discussion between the relative parties
  - ❑ Routinely accessible information e.g. leaflets
  - ❑ Accessing records administratively
  - ❑ Making an application under the Freedom of Information Act 1997
- Applications should be addressed to:

Ms. Louisa Hussey,  
Staff Officer,  
Freedom of Information Department,  
South Infirmary-Victoria University Hospital  
Old Blackrock Road,  
Cork.

Tel. (021) 4926100 ext. 26287

Fax (021) 4310153

### Routine Access

The South Infirmary – Victoria Hospital currently makes information available to the public about its services. Information leaflets and general information currently available will continue to be available.

### Administrative Access

Access to records containing personal, medical or clinical data should generally be provided administratively. Therefore it may not be necessary to use the Freedom of Information Act to obtain this information. This form of access is known as ‘Administrative Access’. All administrative access applications must be in writing and forwarded to the Freedom of Information Officer.

## 9.3 Exceptions to Administrative Access

Where access to a record or information cannot be provided to you directly under administrative access you will be advised accordingly and given the option to make an application under the Freedom of Information Act.

## 9.4 Other Mechanisms for Access to Records

Information and records are the property of the South Infirmary – Victoria University Hospital. All information held by the hospital is kept under strict security. Apart from the circumstances outlined in this document, information and records may only be removed from the hospital under the following conditions:

- ❑ Upon a court subpoena
- ❑ Search warrant
- ❑ Court orders

- ❑ Garda investigations
- ❑ Request and/or investigation by the Information Commissioner or Ombudsman
- ❑ By an Officer authorised in writing by the Minister for Health & Children

Current statutory secrecy provisions in health legislation may apply to the disclosure of information. Therefore the release of such records/information will be made on the grounds of public interest and on the basis of upholding, enforcing and/or administering the law.

## **10.0 How to Obtain Information under the Freedom of Information Act 1997**

### **10.1 Introduction**

Under the Freedom of Information Act 1997 you are entitled to apply for access to information not otherwise publicly available. You have a right to:

- ❑ Access records held by the South Infirmary – Victoria University Hospital relating to oneself.
- ❑ Have personal information relating to yourself held by the hospital, corrected where it is incomplete, inaccurate or misleading.
- ❑ Access reasons for decisions made by the hospital directly affecting you.

#### **The following records come within the scope of the Act:**

- ❑ All records held by the hospital which were created after 21<sup>st</sup> April, 1998
- ❑ Any record created before 21<sup>st</sup> April, 1998 if this record is necessary for understanding a record created after 21<sup>st</sup> April, 1998.
- ❑ All personal information about you which is held by the hospital regardless of when the records were created
- ❑ Personnel records of serving staff created three years before the commencement of the Act i.e. 21<sup>st</sup> April 1995 and any earlier record where being used or proposed to be used in a way that might adversely affect the interests of the staff member concerned, while former employees can access personnel records with no time constraints applicable

### **10.2 Making an Application under the Freedom of Information Act 1997**

Requests for information under the Freedom of Information Act 1997 must be made in writing. In preparing your request, you should follow these guidelines:

- ❑ **State that your request is made under the Freedom of Information Act**  
No legal formulae are required. It is sufficient to mention the name of the Act, or that you are making a “Freedom of Information” request. If you request records, which are only available under the Act, you will receive a phone call / letter from the South Infirmary – Victoria University Hospital informing you of this, and offering assistance in the preparation of a valid request.

❑ **Provide Sufficient Information**

You should provide enough information to enable the South Infirmary – Victoria Hospital staff to identify the records requested.

❑ **Specify Preferred Medium of Access**

State your preference regarding the format in which the records are to be supplied, i.e. inspect the originals; obtain photocopies; obtain computer disk etc.

Please note some records may not be available in computerised format.

❑ **Provide Full Personal Contact Details**

Please state your name, address and telephone number where you can be contacted.

❑ **Provide Identification as Required**

Before you are given access to your personal information you will be requested to provide proof of your identity. If you are requesting personal information in respect of another person, the consent of that person is required.

*Note:* You do not have to give any reason for wanting access to the record and no person has the right to demand such reasons from you. The Freedom of Information Act 1997 prohibits the denial of access based on your real or presumed motives in requesting a record.

If you have any difficulty in identifying the precise records which you require, the Freedom of Information Officer or other appropriate staff will be happy to assist you in preparing your request.

Applications under the Freedom of Information Act 1997 should be addressed to:

Ms. Louisa Hussey,  
Staff Officer,  
Freedom of Information Department,  
South Infirmary – Victoria University Hospital,  
Old Blackrock Road,  
Cork.

Tel. (021) 4926100 ext. 26287

Fax (021) 4310153

There is a standard Freedom of Information request application form, which might be helpful, and you can receive on request.

### **10.3 How Freedom of Information applications are dealt with.**

The Freedom of Information Act sets down time limits for the processing of your request.

- ❑ You should receive an acknowledgement of your request within two weeks of receipt of your request.
- ❑ You should receive a reply to your request within four weeks of receipt of your request. However the South Infirmary – Victoria Hospital may extend this period if:

- Your request relates to a very large number of records.
  - A large number of requests for the same record(s) have been made.
  - The records contain third party information or relate to a third party who may have to be contacted, in which case the deadline is extended by three weeks.
- If there is a need to extend the four week period you will receive notice of this before the end of the initial four week period and reasons for the delay will be outlined.
  - If the South Infirmery – Victoria University Hospital considers that your request should have been sent to another public body, the request shall be forwarded to that body and you will be notified that this has happened. This must be done not later than two weeks from receipt of your request. Your request will be effective from the date it is received by the second public body.
  - If the South Infirmery – Victoria University Hospital holds some of the record requested, you will be sent a letter advising you of this and supplying the contact name(s) and details of the other relevant public bodies from whom you should request the records requested not held by the South Infirmery – Victoria Hospital.
  - If your request is granted you will:
    - Receive a letter stating that your request has been granted
    - Be told the name of the person dealing with your request
    - Be told the day on which access to the relevant records will be granted
    - Be given details of any fee due, if applicable

If your request is refused you will:

- Receive a letter stating that your request has been refused and reasons for refusal will be given.
- Be informed of your rights of review and appeal, as set out below.

## 10.4 Rights of Review and Appeal

The Act sets out a series of exemptions to protect sensitive information, where its disclosure may damage key interests of the State or third parties. Where the South Infirmery – Victoria Hospital invokes these provisions to withhold information, the decision may be appealed. Decisions in relation to deferral of access, charges, forms of access etc. may also be appealed.

Appeal Mechanisms are outlined as follows:

### □ **Internal Review**

You may seek internal review of the initial decision, which will be carried out by an official at a higher level if:

- You are dissatisfied with the initial response received e.g. refusal of access, form of access, charges etc.
- You have not received a reply within four weeks of your initial application. This is deemed to be a refusal of your request and allows you to proceed to internal review.

Requests for Internal Review should be submitted in writing within four weeks of the initial decision. The South Infirmary – Victoria Hospital must complete the review within three weeks. An Internal Review must normally be completed before an appeal can be made to the Information Commissioner.

Requests for Internal Review should be posted to:

Internal Reviewer,  
The Freedom of Information Department,  
South Infirmary – Victoria University Hospital,  
Old Blackrock Road,  
Cork.

The Internal Reviewers are:

Mr. Gerard O’Callaghan, Chief Executive  
Ms. Maeve Goggin, Risk Manager  
Ms. Breeda Sheedy, Complaints Co-ordinator

❑ **Review by the Information Commissioner**

If, following completion of the Internal Review, your request has still been refused in part or in full, you may seek independent review of the decision by the Information Commissioner. If you have not received a reply to your application for internal review within three weeks, this is to be deemed a refusal and you may appeal to the Information Commissioner.

Appeals may be made to:

**The Information Commissioner**  
**18 Lower Leeson Street,**  
**Dublin 2.**  
**Tel: (01) 6785222 Fax: (01) 6610570**  
**Email: [foi@ombudsman.irlgov.ie](mailto:foi@ombudsman.irlgov.ie)**

❑ **Appeal to the High Court**

A party to a review by the Information Commissioner or any other person affected by the decision of the Information Commissioner following such a review, may appeal to the High Court of Law only.

## **10.5 Fees**

❑ Fees may be charged as follows:-

- In respect of personal records, no fees will be charged for copying the records requested unless a large volume of records are involved.
- In respect of other (non-personal) information, fees may be charged for the time spent in efficiently locating and copying records, based on the standard rates in operation at the time of request. No charges may apply in respect of the time spent by public bodies in considering requests.
- A deposit of 20% may be payable where the total fee is likely to exceed €50.80. In these circumstances the hospital must, if requested, assist the member of the public to amend the request to reduce or eliminate the amount of the deposit.

□ **Charges may be waived in the following circumstances:-**

- Where the cost of collecting and accounting for the fee would exceed the amount of the fee.
- Where the information would be of particular assistance to the understanding of an issue of national importance
- In the case of personal information where such charges would not be reasonable having regard to the means of the requester.

# **FREEDOM OF INFORMATION ACT 1997**

## **Section 16**

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## **Legislative Background (Section 16)**

### **General**

- ❑ Adoptive Leave Act 1995
- ❑ Anti Discrimination (Pay) Act 1974
- ❑ Births Deaths and Marriages Registration Act, 1972
- ❑ Building Control Act 1990
- ❑ Child Care Act 1991 and Associated Regulations 1995
- ❑ Clinical Trials Act 1987 and Clinical Trials (Amendment) Act 1990
- ❑ Comptroller & Auditor General Act 1993
- ❑ Control and Supply of Drugs Regulations 1993
- ❑ Coroners Act 1962
- ❑ Data Protection Act 1988
- ❑ Data Protection (Access Modification)
- (i) Health Data
- (ii) Social Work Data - Health Regulations 1989
- ❑ Dentist Act 1985
- ❑ Employment Equality Act 1977 and 1998
- ❑ EU Public Procurement Directives and the G.A.A.T. Agreement
- ❑ EU Regulations (Education, Training)
- ❑ Finance Act
- ❑ Fire Services Act 1981
- ❑ Fires Services Act (Prescribed Premises) Regulations, 1989
- ❑ Food and Hygiene Regulations 1950 – 1989
- ❑ Freedom of Information Act 1997 & 2003
- ❑ Health (Nursing Homes) Act 1990
- ❑ Health Acts 1947, 1953, 1970
- ❑ Health Amendment Act 1986 – 1994 Road Traffic Accidents
- ❑ Health Amendment Act 1996
- ❑ Health Amendment Regulations (In-Patient and Out-Patient Charges) 1997
- ❑ Health Amendment Regulations (In-Patient Charges) 2002
- ❑ Health Corporate Bodies Act 1961
- ❑ Health Services (In-Patient and Out-Patient) Regulations 1991
- ❑ Industrial Relations Act 1946 – 1990
- ❑ Infectious Diseases Act Regulation 1981 – 1988
- ❑ Irish Medicines Board Act 1995
- ❑ Jury Service Act 1976
- ❑ Local Government (Water Pollution) Act 1977
- ❑ Local Government (Water Pollution) Amendment 1980
- ❑ Maternity Protection of Employees Act 1981
- ❑ Maternity Protection Act 1994
- ❑ Medical Devices Directives 1994
- ❑ Medical Practitioners Act 1978 – 1993
- ❑ Medical Products (Prescription and Control of Supply) Amendment Regulations 1996
- ❑ Mental Treatment Act 1945 – 1961
- ❑ Minimum Notice and Terms of Employment Act 1973 – 1997
- ❑ Misuse of Drugs Act 1997/1984 – as amended 1993
- ❑ Misuse of Drugs Regulations 1998
- ❑ Non-Fatal Offences Against the Persons Act 1997 – Section 23
- ❑ Nurses Act 1985
- ❑ Ombudsman Act
- ❑ Organisation of Working Time Act 1997

- ❑ Packaging Waste Regulations 1997
- ❑ Parental Leave Act 1998
- ❑ Payment of Wages Act 1991
- ❑ Pensions Act 1990
- ❑ Pharmacy Act 1875 (as amended 1962)
- ❑ Planning Acts
- ❑ Poisons Act 1961 and Regulations 1991
- ❑ Pregnant Employee Regulations 1994
- ❑ Prompt Payment of Accounts Act 1997
- ❑ Radiological Protection Act 1991
- ❑ Radiological Protection and licensing Regulations SI153/S143
- ❑ Registration of Stillbirths Act
- ❑ Revenue Commissioners - Notice to Employers
- ❑ Safety, Health and Welfare (General Applications) Regulations 1993
- ❑ Safety, Health and Welfare at Work Act 1989 Amended 2005
- ❑ Sale of Goods and Supply of Services Act 1980
- ❑ Terms of Employment (Information) Act 1994
- ❑ The Standard Specification (Hygiene in the Catering Sector), Declaration 1994
- ❑ The Voluntary Hospitals Superannuation Scheme 1969 (as amended 1977 and 1995)
- ❑ Tobacco (Health Promotion and Protection) Regulations, 1990
- ❑ Unfair Dismissals Act 1977 – 1993
- ❑ Waste Management Act 1996
- ❑ Waste Management Regulations 1998
- ❑ Worker Protection (Regular-Part Time) Employees Act, 1991.

## **2.0 Policies, Procedures, Protocols, Guidelines (Section 16)**

### **Access**

- ❑ Admissions, Discharge and Transfers (Internal and External)
- ❑ Refusal of Treatment and Self Discharge
- ❑ Waiting List Policies
- ❑ OPD, X-Ray and Cardiology Tests, etc., Appointments
- ❑ Cancellations – Beds, Theatre, Appointments
- ❑ Bed Closure Policy
- ❑ Guidelines for referral to Patient Liaison Officer

### **Advice and Consultation**

- ❑ Complaints Procedure
- ❑ Procedure regarding Patients Property/Theft
- ❑ Pre-operative and consent procedures
- ❑ Confidentiality and dealing with enquiries
- ❑ Patient information leaflets

### **Patient Care and Management**

- ❑ Escorting Patients/Transport
- ❑ Management of Disturbed Patients/Restraint Policy

- ❑ Administration and storage of medicines
- ❑ Cardiac Arrest
- ❑ Blood Transfusion Policy
- ❑ Nursing Care Plans and Procedures

### **Care of the Dying/Deceased**

- ❑ Care of the Dying/Bereaved
- ❑ Pastoral Care
- ❑ Post Mortem and Coroners Inquest Policy
- ❑ Procedure regarding Personal Effects of Deceased Patients
- ❑ Organ Donation, Harvesting/Transplant

### **Infection Control**

- ❑ Infection Control Programme
- ❑ Reporting infection and outbreak management
- ❑ Cleaning, disinfection and sterilisation
- ❑ Isolation precautions
- ❑ MRSA Enteric cultures
- ❑ Specific Pathogens
- ❑ Collection and transportation of specimens
- ❑ Blood borne disease management
- ❑ Hand Hygiene
- ❑ Protection of Health care workers
- ❑ Presentation of infection associated with iv therapy
- ❑ Presentation of infection associated with Urinary catheterisation
- ❑ Wound Care
- ❑ Pneumonia
- ❑ Segregation, packaging and storage of waste
- ❑ Linen and uniform guidelines
- ❑ Last Rites
- ❑ Infection control and operating departments
- ❑ Tuberculosis Guidelines

### **Occupational Health**

- ❑ Blood/Body Fluid Exposure Procedure
- ❑ First Aid for all Personnel
- ❑ Hepatitis B Policy
- ❑ Hepatitis C Incident Recording and Risk Assessment Policy
- ❑ HIV Prophylaxis Procedure
- ❑ Influenza Vaccine Policy
- ❑ Latex Allergy Policy for Staff
- ❑ Measles Policy
- ❑ Meningococcal Meningitis Policy
- ❑ Mercury Safety Spillage Policy
- ❑ Methicillin Resistant Staphylococcus Aureus (MRSA) Policy
- ❑ Pre-employment Medical Procedure for Non Consultant Hospital Doctors

- ❑ Pre-employment Medical Procedure for Permanent Staff
- ❑ Pre-employment Medical Procedure for Temporary Staff
- ❑ Procedure of Eye Testing & Examination for VDU Operators.

### **Health and Safety**

- ❑ Major Emergency Plan
- ❑ Hospital Safety Statement
- ❑ Personal Protective Equipment Policy
- ❑ Chemical and Dangerous Substances Safe Usage Policy (in draft form Jan 07)
- ❑ Procedures for incident reporting
- ❑ Procedures for incident / accident follow up and investigation
- ❑ Guidelines for Risk Assessments
- ❑ Auditors Handbook
- ❑ Role and Function of a SIVUH Safety Rep
- ❑ Procedure for reporting of health and safety issues

### **Documentation/Records Management**

- ❑ Guidelines for Nursing Care Plans and Procedures
- ❑ Policy Regarding Confidentiality
- ❑ Policy Regarding Medical Records Library Security
- ❑ Policy Regarding Filing of Medical Records Charts
- ❑ Policy Regarding Filing of Deceased Patients Charts
- ❑ Policy Regarding Year Stickers on Medical Record Charts
- ❑ Policy on Removal of Charts from Wards
- ❑ Policy for Movement of Charts within the Hospital
- ❑ Policy for Movement of Charts outside the Hospital
- ❑ Policy Regarding Missing Chart Step 1 – 4 Inclusive
- ❑ Policy on Retrieval of Hospital Records for Research / Study
- ❑ Policy for General Requests for the Retrieval of Medical Records
- ❑ Policy for Procedure for Retrieval of Records from off Site Storage
- ❑ Policy for Storage of Medical Records
- ❑ Policy Regarding the Availability of Charts for Internal Needs
- ❑ Policy Regarding the availability of Charts to Individuals other than Planned Computerised Lists
- ❑ Policy and Procedure for the Audit of Contents of Medical Record Chart
- ❑ Policy and Procedure for the Audit of Chart Make-Up
- ❑ Policy on the Development of Medical Record Chart Template
- ❑ Policy and Procedure for the Make-Up of Medical Records Charts
- ❑ Policy Regarding Blood Product Boards / cross Match forms and Observation Forms
- ❑ Policies and Procedures Folder for Ward Clerks
- ❑ Policy and Procedure for Filing of Diagnostic Reports
- ❑ Policy for Procedure for In-House Post Mortems
- ❑ Policy for Dealing with Requests for Charts for Coroners PM
- ❑ Policy and Procedure for Completion of Death Certificates
- ❑ Policy for Amalgamation of Duplicate Charts
- ❑ Policy for Amalgamation of Temporary Chart and Original Charts
- ❑ Policy for Creation of Temporary Chart

- ❑ Policy Regarding Facsimile for the Transmission of Patient Information
- ❑ Policy and Procedure for Local Induction for all new employees
- ❑ Policy Training New Clerical / Secretarial Staff, Internally Promoted Staff and Transfer Staff

## **Administration**

### **Human Resources**

#### **Recruitment**

- ❑ Recruitment and Selection Policy and Procedures
- ❑ Garda Clearance Policy and Procedures (incl. Self Declaration Process)
- ❑ Employment of Young Persons
- ❑ Exit Interview Policy

#### **Employment Equality**

- ❑ Equality & Diversity Policy

#### **Conditions of Employment**

- ❑ Working Time Policy & Procedures
- ❑ Flexible / Part time Working Policy
- ❑ Job Sharing Policy (Pre Flexible / Part-time Working )
- ❑ Sick Leave Policy
- ❑ Disciplinary Procedure
- ❑ Grievance Procedure
- ❑ HSEA Framework for Dispute Resolution in the Health Services
- ❑ Grievance & Disciplinary Procedures for UCC BSc Undergraduate Nursing Students
- ❑ Fixed Term Work Policy

#### **Leave**

- ❑ Annual Leave & Public Holiday Policy
- ❑ Maternity Leave Policy
- ❑ Parental Leave Policy
- ❑ Adoptive Leave Policy
- ❑ Paternity Leave Policy
- ❑ Carer's Leave Policy
- ❑ Career Break Policy
- ❑ Force Majeure Leave Policy
- ❑ Compassionate Leave Policy
- ❑ Marriage Leave Policy
- ❑ Jury Service Policy
- ❑ Exam / Study Leave Policy
- ❑ Term Time Leave Policy

#### **Performance**

- ❑ Probation Policy & Guidelines
- ❑ Performance Monitoring (Temporary / Acting Positions)
- ❑ Employee Welfare / Safety & Health
- ❑ Dignity at Work Policy
- ❑ Staff Relations Policy
- ❑ Stress Policy

- ❑ Smoke Free Workplace Policy
- ❑ Violence at Work Policy & Guidelines on the Management of Violence and Aggression in the Workplace
- ❑ Minimal Handling Policy

### **Training and Development**

- ❑ Induction Training Policy

### **Finance**

- ❑ Circulars / Regulations as issued by the Department of Health & Children / Health Service Executive
- ❑ Circulars / Regulations as issued by the Revenue Commissioners
- ❑ Accounting Standards & Practices as instructed by the Department of Health & Children / Financial Reporting Standards UK and Ireland
- ❑ Annual Audit Procedure, in accordance with the Auditing Practices Board, carried out by independent Auditors
- ❑ Prompt Payment of Accounts Policy

### **Information Technology**

- ❑ I.T. Department policies and procedures

### **Risk Management/Accreditation/Complaints/FOI**

- ❑ Complaints policy
- ❑ Procedures for dealing with FOI requests
- ❑ Administrative Access Policy

### **Others**

- ❑ Charter of Rights for Hospital Patients
- ❑ Information Guide to our Health Services – Department of Health & Children publication
- ❑ Catering and Household procedures
- ❑ Purchasing policies, procedures and guidelines
- ❑ Pharmacy policies and procedures
- ❑ No Smoking policy
- ❑ Department of Health and Children circulars

**Note: The development, review and revision of policies and procedures at the South Infirmary – Victoria Hospital Ltd is an on-going process.**

### 3.0 Eligibility Criteria (Section 16)

Persons ordinarily resident in Ireland and using public hospital services may choose to be public or private patients:

- ❑ Private patients are liable for Consultant and accommodation charges
- ❑ Public patients (excluding medical card holders and other specific exemption categories) are liable for daily charges for accommodation.

Short-term visitors are entitled for services as follows:

- ❑ Visitors from the UK and other EU countries are entitled to urgent medical treatment, without charge, in public hospitals.
- ❑ Non EU patients – charge of €28.73 per night and are liable for other charges e.g. x-rays, bloods etc.

**Long-stay extended care:** Patients admitted to the long-stay units are liable for maintenance charges

**Respite services:** Patients admitted for respite care are liable for a daily/weekly charge.

**Category One Eligibility** applies to persons who have medical cards which are issued to eligible patients who satisfy a means test based on personal income.

*Person in Category One are entitled to:*

- ❑ In-patient hospital services (including Consultant services) in public wards
- ❑ Out-patient public hospital services (including Consultant services)
- ❑ Attendance at the Accident and Emergency Departments

**Category Two Eligibility** applies to persons who do not qualify for a medical card.

*Persons in category two are entitled to:*

- ❑ All in-patient public hospital services in public wards (including Consultant services) subject to the in-patient levy, which stands presently at €60 per day subject to a maximum of €600 in any consecutive 12 month period. Details of public hospital charges are available from any Hospital Administration or Accounts Department.
- ❑ All out-patient public hospital services (including Consultant services). These exclude dental & routine ophthalmic & aural services except in the case of referrals from a child health clinic or school health examination.
- ❑ Free attendance at the Accident and Emergency Departments provided the patient has a referral letter from his/her doctor. Otherwise there is a charge of €60 levied (with effect from 01/01/2006).

#### **Choice of Public or Private Care**

A person using hospital services may choose to be a public or private patient. The implications of this choice with regard to in-patient and out-patient services are as follows:

## **In-patient services**

If a person chooses to be a **public** in-patient

- ❑ He or she must use a public bed
- ❑ He or she is not the private patient of any Consultant and does not pay Consultant's fees.
- ❑ If there is a waiting list, he or she will be placed on this list for a public bed

If a person chooses to be a **private** in-patient

- ❑ He or she must use a private or semi-private bed
- ❑ He or she is the private patient of his or her own Consultant and any other Consultants involved in his or her care, (e.g. Radiologist, Pathologists, Anaesthetists) and is liable for Consultant fees either personally or through their Health Insurance Scheme
- ❑ If there is a waiting list, he or she will be placed on this list for a private or semi-private bed
- ❑ In a medical emergency, a patient will be accommodated in whatever bed is available at the time. In such a case, a private patient may be admitted to a public bed until private or semi-private accommodation becomes available.
- ❑ Patients admitted from Consultants' private rooms are treated as private in-patients, unless written authorisation stating otherwise is received from the Consultant.
- ❑ Will remain private patient for future admission for same complaint

## **Out-Patient Services**

If a person chooses to be a **public** out-patient

- ❑ He or she attends a public out-patient clinic.
- ❑ He or she is not liable for Consultant's fees.

If a person chooses to be a **private** out-patient

- ❑ He or she attends the Consultant privately in the Consultants rooms or private clinic.
- ❑ He or she is the private patient of any other Consultants he or she may be referred.
- ❑ He or she is liable for Consultant's fees.

## **Exemptions from Public Hospital Charges:**

- ❑ Women receiving maternity services
- ❑ Children up to six weeks of age
- ❑ Children receiving treatment for mental handicap, mental illness, phenylketonuria, cystic fibrosis, spina bifida, hydrocephalus, haemophilia or cerebral palsy
- ❑ Medical Examination patients
- ❑ Children referred from Child Health Clinics and School Health Examinations
- ❑ Patients in state custody
- ❑ Persons receiving services in respect of prescribed infectious diseases
- ❑ Patients with Army/Navy cover
- ❑ Long-stay patients who are already being charged under the Health (charges for in-patients services) Regulations
- ❑ Hepatitis C patients

- ❑ Short-term visitors from European Union (EU) or European Economic Area (EEA) Member States receiving Urgent Medical Treatment are not liable for these charges (must have EIII forms).
- ❑ Form E111 holders, including UK citizens
- ❑ Hospitals have discretion to waive public hospital charges in cases of hardship. Applications should be made to the hospital.

### **Charges for Private and Semi-Private accommodation in public hospitals:**

Charges for private and semi-private accommodation in public hospitals are outlined below. These charges are additional to the daily public hospital accommodation charge (which is €60 per day at present).

<b>Hospital Category</b>	<b>Private</b>	<b>Semi-Private</b>	<b>Day-Care</b>
Health Board Regional Hospitals, Voluntary & Joint Board Teaching Hospitals.	€89	€40	€96
Health Board County Hospitals, Voluntary Non-Teaching Hospitals	€60	€70	€29
Health Board District Hospitals	€97	€68	€46

### **Road Traffic Accidents**

Where treatment is required as a result of a road traffic accident and the patient may be entitled to receive compensation from a third party arising from the accident, a public hospital may charge the cost of providing treatment. The patient/solicitor will be notified of charges when the treatment has been provided. The account is payable when compensation is received. The Health Board or Hospital which provides treatment may waive some or all of the charges in certain specified circumstances.

### **Hardship Cases**

The South Infirmity Victoria University Hospital has the discretion to waive public hospital charges in cases of hardship.

### **Appeals/Queries in relation to Charges**

These are addressed by the Supervisor in the Patients Accounts Department when they arise. Complaints are processed in accordance with procedures (see Section 5.2)

## **4.0 Appeals/Complaints (Section 16)**

The procedures to be followed are set out below:

### **4.1 Appeals Procedure**

The Freedom of Information Act 1997 sets out a series of exemptions to protect sensitive information, where its disclosure may damage key interests of the State or third parties. Where the South Infirmity – Victoria University Hospital invokes these provisions to withhold information, the decision may be appealed. Decisions in relation to deferral of access, charges, forms of access, etc. may also be appealed.

Appeals mechanisms are outlined as follows:

□ **Internal Review**

You may seek Internal Review of the initial decision, which will be carried out by an official at a higher level if:

- You are dissatisfied with the initial response received e.g. refusal of access, form of access, charges etc.
- You have not received a reply within four weeks of your initial application. This is deemed to be a refusal of your request and allows you to proceed to Internal Review.

Requests for Internal Review should be submitted in writing within four weeks of the initial decision. The South Infirmery – Victoria University Hospital must complete the review within three weeks. An Internal Review must normally be completed before an appeal can be made to the Information Commissioner.

Requests for Internal Review should be posted to:

Internal Reviewer,  
The Freedom of Information Department,  
South Infirmery Victoria University Hospital,  
Old Blackrock Road,  
Cork.

The Internal Reviewers are:

- Mr. Gerard O’Callaghan, Chief Executive
- Ms. Maeve Goggin, Risk Manager
- Ms. Breeda Sheedy, Patient Complaints Co-ordinator

□ **Review by the Information Commissioner**

If following completion of the Internal Review, your request has still been refused in part or in full, you may seek independent review of the decision by the Information Commissioner. If you have not received a reply to your application for internal review within three weeks, this is to be deemed a refusal and you may appeal to the Information Commissioner.

Appeals may be made to:

**The Information Commissioner**  
**18 Lower Leeson Street,**  
**Dublin 2.**  
**Tel: (01) 6785222 Fax: (01) 6610570**  
**Email: [foi@ombudsman.irlgov.ie](mailto:foi@ombudsman.irlgov.ie)**

□ **Appeal to the High Court**

A party to a review by the Information Commissioner or any other person affected by the decision of the Information Commissioner following such a review may appeal to the High Court of Law only.

□ **Appeals outside Freedom of Information Act**

Any appeals in relation to our services e.g. access to services should be addressed to the relevant Head of Service or Medical Professional concerned.

## **4.2 Complaints Procedure**

Under the Charter of Rights for hospital patients, all patients have the right to complain about any aspect of hospital service, to have the complaint investigated and to be informed of the outcome.

All complaints must be forwarded in writing and addressed to:

Patient Complaints Co-ordinator,  
South Infirmary Victoria University Hospital  
Old Blackrock Road,  
Cork.

Tel: 021 – 4926100 ext. 26346

The complaint will be investigated in accordance with our complaints procedure.

□ **Internal Review**

You may seek Internal Review if you are unhappy with the results of the investigation carried out you can request an internal review by referring back to the Patient Complaints Co-ordinator who will organise the internal review.

□ **Review by the Information Commissioner**

If following completion of the Internal Review you are still unhappy with the outcome you can refer your complaint to the Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2.

## **5.0 Contact for Further Information**

### **5.1 How to Obtain Information**

Refer to Sections 9.0 and 10.0 of Section 15

### **5.2 Contact Names**

□ **Requests under Freedom of Information 1997 & 2003**

It is important to ensure all requests for information are dealt with efficiently and correctly and in accordance with the appropriate policies/procedures. For information purposes the hospital also requires the number and nature of requests to be monitored and recorded for statistical purposes. It is also necessary to ensure adherence to time scales for processing requests. Accordingly there is one central co-ordinator for all information requests and this office will be responsible for forwarding the request to the appropriate internal department head for processing.

Contact for further information/requests for information;

Ms. Louisa Hussey,  
Freedom of Information Officer,  
South Infirmary – Victoria University Hospital,  
Old Blackrock Road,  
Cork.  
Tel: 021 – 4926100 ext. 26287  
Fax: 021 – 4310153  
Email: [foi@sivuh.ie](mailto:foi@sivuh.ie)  
[info@sivuh.ie](mailto:info@sivuh.ie)

□ **Requests for further information in relation to a service provided, access to services etc.**

Contact in writing or by calling to the appropriate head of the service concerned or relevant Consultant in relation to Consultant led services.