

Patient Information Booklet



Royal Victoria Eye and Ear Hospital
Adelaide Road, Dublin 2.
Telephone 01-6644600
www.rveeh.ie

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Our Mission Statement

In partnership with the Department of Health and Children, the Health Service Executive and in co-operation with other statutory and non-statutory bodies –

"to maintain the Hospital as a national centre of excellence for the treatment of patients with ophthalmic or otolaryngeal diseases, through providing a first class, caring, efficient and cost effective service, while fostering and recognising the contribution of staff and developing and promoting the Hospital's reputation in Research and as a teaching Hospital."

Welcome

Welcome to the Royal Victoria Eye and Ear Hospital. The Hospital was established in 1897, by the *'Dublin Eye and Ear Hospital Act'* in 1897.

This enabled the amalgamation of the National Eye Hospital, founded by Isaac Ryall in 1814 and St. Mark's Ophthalmic Hospital for diseases of the Eye and Ear, founded by Sir William Wilde in 1844.

With the creation of this new institution came the need for expansion and in 1899 a site on Adelaide Road was purchased, and building commenced.

On 18 February 1904, with the transfer of patients from the National Eye Hospital and St. Mark's Hospital, the Royal Victoria Eye and Ear Hospital became a physical reality, under a single roof and on the site on which it stands today.

The Hospital is governed by the President and the Council, and managed by the Hospital Management Group which consists of: - Chief Executive, Director of Strategy and Corporate Affairs, Director of Finance and Organisation Services, Director of Nursing, Director of Operations and Human Resources, Medical Director and Director of Education and Research..

The Hospital's annual activity is about 7,000 in-patients, 40,000 OPD (Out-Patients Department) attendees, and 40,000 Accident and Emergency attendees.

We, at the Royal Victoria Eye and Ear Hospital are very proud of our contribution to the medical needs of the city and country for over a century and we are proud to continue servicing the health of the community for many years to come.

Mutual Respect

The staff at The Royal Victoria Eye and Ear Hospital will:

- Treat you with respect and dignity.
- Respect your privacy and confidentiality.
- Keep you informed of your plan of care.
- Respect your right to make informed decisions regarding your care and treatment.
- Respect your right to seek a second opinion.
- Respect your diversity.

Patients/clients are requested to:

- Respect the rights, property, privacy and diversity of other patients and the health care team.
- Discuss your wishes, preferences and decisions with the healthcare team. If you require information, please ask your nurse or doctor caring for you.
- Use healthcare resources in a responsible manner.

You will be responsible to:

- Understand your health problems to your own satisfaction.
- If you do not understand your own illness or treatment or would like more details on it please ask your doctor, nurse and others about it.
- Understanding your health problems is important for the successful management of your treatment.

Compliments, comments and complaints

We would welcome any comments you may have on your visit to our hospital, including our cleanliness. The comments of patients, relatives and visitors are used as a gauge and a measure of quality service. We welcome suggestions or ideas on how we might improve our service to patients. All comments will be kept confidential and will not affect any aspect of your care.

Feedback leaflets and boxes are placed in strategic positions around the hospital. If you cannot find one please ask a member of staff. You can also email us on www.rveeh.ie

The Royal Victoria Eye and Ear Hospital has a complaints procedure. If you have a complaint regarding your care you should direct it to the Clinical Nurse Manager in the first instance. If you do not wish to discuss your complaint at local level, you should write to the Complaint's Officer. All complaints will be acknowledged within five working days and will receive a response within 30 days.

Hospital Location

The Hospital is located on Adelaide Road, Dublin 2. Adelaide road is between Leeson St. Bridge and Earlsfort Terrace. St Stephens Green is approximately a 10 minute walk from the Hospital via Earlsfort Terrace.

Public Transport Servicing The Area

- **Bus No. 11, 14, 46A, 7b, 7d, 84x, 70, 37, 38, 38a** From O'Connell St. in the city centre. Disembark at Earlsfort Terrace or Leeson St. bridge.
- **Bus No. 15, 15A, 15B, 74,74A** From College St. in the city centre (Trinity College). Disembark at Earlsfort Terrace or Leeson St. bridge.
- **Bus No. 41x, 51x, 142** From D'Olier street to Earlsfort terrace.

www.dublinbus.ie To view further buses serving the area.

From Heuston railway station.

- **Bus: No.145** From Heuston Station to Leeson Street.
- **Luas:** Get on the Luas Red Line from Heuston Station. Disembark at Abbey Street which is just off O'Connell Street and then get one of the busses listed above from O'Connell Street.

www.irishrail.ie

Luas Green Line. Disembark at Harcourt station. www.luas.ie

Admission arrangements

There are three sources of admission to The Royal Victoria Eye and Ear Hospital:

- Booked admissions.
- Emergency admissions through the Emergency Department.
- Emergency admissions through the Out Patient Departments.

Confirming your admission

- When you receive your confirmation documents for a booked admission, please confirm that you will avail of the bed offered by ringing one of the following numbers: **01-6644624 / 01-6644640 between 2p.m. and 5p.m.**
- If you are due to have surgery **on the same day as your admission** you should confirm your attendance on the day prior to your admission.
- We must ensure that our facilities are used to the maximum benefit of our patients. Therefore, If you do not confirm, your bed may be allocated to another patient.

On morning of admission

- To ensure your bed has become available as planned please telephone **01-6644640 / 01-6644624 at 09.30a.m.**
 - Sunday admissions do not need to ring to confirm on morning of admission.
 - When you get to the Hospital, please make your way to the lobby of the main Hospital building and follow the signs to the admission office.
 - If you have diabetes please inform staff on arrival to the waiting room. We may need to check your blood sugar levels, especially if you are fasting.
 - For your own safety and well-being we request that you inform a member of the nursing staff prior to leaving the ward for any reason.
 - During your in-patient stay, you may be required to change beds and/or wards within the hospital setting due to a change in your condition or to accommodate the needs of other patients.

What to bring with you / Admission check list

- Night clothes, slippers and toiletries, including towels. We would request that you only bring essential items with you due to limited storage facilities.
- **Medication safety.** If you are on any medication you are required to bring a printed copy of your current prescription with you. This can be obtained from your community pharmacist or your GP. It is important that you bring in any medications you are taking in their original packaging (not in a pill organiser). If you are using inhalers or “High Tech drugs” please bring these with you (High tech drugs are a small number of drugs which are only available on a specialised “high tech” prescription form).
- **Makeup, false nails, Jewellery and Body piercing** We would request that these be removed prior to surgery.
- **Mobile Phones.** The use of cellular phones and walkie-talkies can cause diagnostic equipment to malfunction. Signs throughout the hospital indicate where mobile phones may and may not be used. If in doubt, ask a member of staff.

Valuables

Please take care of your belongings at all times. The Hospital cannot accept responsibility for any items that are lost or stolen while in your possession.

Cash: Please ensure that the amount of cash you have with you in the Hospital is kept to a minimum. **Personal electronic devices:** The Hospital advises you not to bring in devices such as smartphones, portable music players, laptops, e-book readers etc, as these may be targets for theft. If you do wish to keep such items with you please note you will be responsible for taking care of them unless you hand them in for safe custody. If you wish to put your device into the custody of the Hospital you may contact a member of nursing staff to do so. The device will be placed in a tamper-proof sealed bag, signed by the owner and placed into a locked press.

Essential personal items: The Hospital acknowledges that while you are a patient here you may need to keep items which are necessary to your everyday life with you (e.g. dentures, spectacles, hearing aids). The Hospital advises that such items are carried in cases which bear the owners name.

Visiting times

Visitors are recognised as an important part of your day but your care is the first and most important concern of The Royal Victoria Eye and Ear Hospital. In the interest of your safety, hygiene and patient comfort visiting is restricted to certain times. There is a visiting policy for your reference, on display in the in patient area. We ask that you and your visitors adhere to the following times.

1.30p.m to 4.30p.m and 6.00p.m to 8.00p.m.

Ward Routines

Every ward has a day-to-day routine that patients and staff follow so that you can be cared for in the best way possible. When you arrive on the ward you will be greeted by a member of the nursing team who will show you to your bed and the layout of the ward. You will be introduced to other members of your care team and shown how to use the call bell system.

There are daily Doctors rounds each morning where your team or a member of your team will review your condition and discuss your planned care with you. Please feel free at any time for you or your family to ask questions about your care and to participate in the decisions about your care.

Mealtimes

- **Breakfast** is served at 08.00 a.m. in the in-patient areas.
- **Soup** at 10.30 a.m.
- **Lunch** is served at 12.00 p.m.
- **Evening meal** is served at 5.00 p.m.
- **Evening tea/coffee** between 7.00 and 9.00p.m.

Please tell staff immediately of any food allergies or intolerances. We can cater for all special dietary requirements. If you have special dietary requirements such as diabetic, vegetarian, coeliac please inform staff on your admission. We also cater for diets such as Halal and Kosher. We would ask that you inform us of this dietary requirement as soon as you know your date for admission. This will allow time to ensure that suitable meals are in stock. It is against hospital policy for patients to bring in their own cooked food or order in cooked food. Please talk to the Ward Manager if you wish to make special arrangements. If you have any dietary concerns or wish to discuss dietary issues with a member of staff please ask a member of staff and we will endeavor to help address any issues.

Call bell system

The call bell system is located beside each bed and should be used when you need to contact a member of the nursing team for help. The admitting nurse will explain this system on your arrival to the ward.

Identity Bracelets

We have two types of identity bracelet.

- White bracelet with your name, date of birth and hospital number to wear while you are in hospital. The white bracelet is used for patients who do not have any allergies.
- Red bracelet with your name, date of birth and hospital number to wear while you are in hospital. The red bracelet is only used if you have an allergy. Please ensure you inform us of any allergies you may have.
- Your nurse will check that all your details are correct during the admission process. It is very important that you do not remove your identity bracelet at any stage during your stay in hospital as it is a vital part of your safety management. If your bracelet gets damaged or removed, please contact your nurse immediately for a replacement.

Informed Consent

You will be asked to give consent before surgery or before having some other procedures performed. You should receive sufficient information about the proposed surgery/procedure, the possible alternatives and substantial risks so that you can make an informed and balanced decision. Read the form and any supplementary information carefully and ask questions if there is anything you do not understand. Parents or guardians must give consent for procedures on children under the age of 16 years. Family members or friends cannot act as your interpreter for informed consent. To allow time for booking, please notify us as soon as possible if an Interpreter will be needed for this purpose.

Pain Management

We will assess you for pain on admission, immediately after your operation and in an ongoing manner throughout your stay with us. Nursing staff conduct a drug round at regular intervals throughout the day and night. During these rounds they will enquire about any pain you may be experiencing, administer appropriate painkillers as prescribed by the Doctors, and assess their effect on your pain. Should you have pain at any point in the day please do not hesitate to call a nurse and let them know.

Patient Facilities

- Television sets are located in all of the wards and in all the ward waiting rooms.
- Patient information points where you can access information are in all waiting rooms.
- Use of personal electronic equipment with earphones is permitted. The Hospital cannot accept responsibility for any items kept by patients throughout their hospital stay.
- A post box is located on the ground floor.
- The hospital phone number is 01-6644600. There is also a coin operated public telephone on the ground floor for use by patients and relatives.
- The Hospital Coffee Shop sells tea, coffee, sandwiches, toiletries, newspapers and more. It is open Monday to Thursday from 8.30a.m. to 4.30p.m and Friday 8.30a.m. to 3.00p.m.
- Vending machines are available in the basement for confectionery and soft drinks.

- **Parking.** There is metered street parking outside the Hospital with designated set down points at the front door. There are wheelchair spaces located beside the front door. There is no ATM or change machine.

Phone enquiries

We understand that telephone enquiries about your progress are important to you and your family. We ask that one family member be nominated to make phone enquiries about a patient and they in turn can inform other family members. Relatives are requested not to phone at times of nursing staff handover i.e. 7.30am – 8.15am and 7.30pm – 8.15pm.

Bed and Ward Transfers

Due to the demands of providing best medical and nursing care to all patients, it may be necessary to transfer patients from one part of the ward to another. While every effort will be made to keep movement of patients to a minimum, we would be grateful for your full co-operation should you be requested to move. Please remember there may be occasions when other patients are asked to move to facilitate your care.

Pastoral care

The hospital is regularly visited by Clergy of different denominations. If you wish to see any of them at any time please ask the Clinical Nurse Manager or Nurse in charge and he/she will arrange this for you. There is an Oratory situated on the ground floor. Roman Catholic Mass is celebrated in the Oratory on Sunday at 10.30a.m.

Smoking Policy

In line with current legislation, **smoking is prohibited in all areas of The Royal Victoria Eye and Ear Hospital.** Quit smoking leaflets are available at all information points throughout the hospital. Nicotine patches or gum can be prescribed to help you while staying with us. Please inform staff any time you are leaving your ward.

Hygiene

It is the responsibility of everyone, staff, you and your relatives to follow recommended hygiene practices and to help maintain a clean environment. Please use the waste bins provided for rubbish. If you notice any area which needs the attention of the Hygiene Team please speak to a member of staff.

Infection prevention and control

The aim of the Infection, Prevention & Control Team is to prevent and reduce the number of infections within the hospital. To achieve this, it is essential that hospital staff, you and your relatives work together. There are a number of ways that this can happen.

Hand Hygiene. Please make sure to wash your hands as directed. Hand hygiene has an important role to play in Infection Prevention & Control and it is an effective means of preventing cross infection. Please use the hand gel provided entering and leaving the ward areas. Please feel free to ask any member of staff if they have washed their hands.

Recent infection. Please inform us immediately if you have had vomiting or diarrhoea, colds or flu's in the two weeks prior to admission. Active cold sores, in certain procedures may lead to cancellation. Anyone experiencing symptoms such as nausea, vomiting or diarrhea should not visit you in the hospital.

To allow us to take the appropriate measures please inform us if you have ever had M.R.S.A. (Metacillin resistant streptococcus aureus).

Please do not put anything other than prescribed drops/ medication into your eyes prior to your eye operation. This would include drop bottles which have been opened for more than 30 days and holy water.

Patients are requested to have a shower/ bath prior to admission. If you have any concerns regarding infection prevention and control or require additional information ask a nurse or doctor who is caring for you.

Safety

Please help keep The Royal Victoria Eye and Ear Hospital a safe place to heal, visit, and work. If you observe a potential hazard please do not hesitate to inform staff. Permission to leave the hospital during your stay must be granted by your doctor. Inform nursing staff if you wish to leave your immediate nursing area. Always wear non-slip shoes or slippers when out of bed.

Safety Statement

Under current safety legislation, particularly the Safety, Health and Welfare at Work Act 2005, the hospital is required to ensure, as far as is reasonably practicable, the health and safety of all employees, persons under contract, visitors and people under the hospital's care. The Royal Victoria Eye and Ear Hospital has a Safety Statement which details the specific hazards and control measures in place for each department. The Safety Statement is central to promoting safety and health at work.

Trust In Care Policy

The Trust In Care Policy has been drawn up to ensure that your safety, welfare and dignity is upheld at all times. The Royal Victoria Eye and Ear Hospital has a duty of care to ensure that you are protected from any form of behaviour which violates your dignity. The Royal Victoria Eye and Ear Hospital also has a duty to ensure that staff are provided with the necessary support, training and supervision to enable them to deliver a high quality of service. The Trust in Care Policy ensures these objectives are met. The primary aim of the Trust in Care Policy is to ensure prevention through an increased awareness and vigilance from all staff, a thorough recruitment and selection procedure, ongoing training and compliance with hospital codes of behavior.

Fire safety

We aim to provide an environment that is safe from the risk of fire and if necessary address an outbreak of fire in a manner which will minimise its effects.

If you discover or suspect a fire:

- Raise the alarm by operating the nearest break glass unit.
- Inform a member of staff.
- Please obey the instructions of hospital staff while you leave the building by the nearest emergency exit.

If you hear the fire alarm:

- Obey the instructions of hospital staff.
- Leave the building by the nearest emergency exit.

For your safety do not use the lifts and do not re-enter the building for any reason.

Child Admissions

Preparing your child for admission to hospital

All patients admitted to the Royal Victoria Eye and Ear Hospital who are 16 years old and under are admitted as a child admission. It is important that you talk to your child about going to hospital. If it is a new experience, your child may be unsure about the hospital environment. If they know what to expect in advance the experience will be less threatening for them. We recommend the following:

- We recommend that you explain to your child, according to his/her age and understanding, the reason why he/she is being admitted to hospital.
- Emphasise that it will only be temporary and explain what will happen.
- It is important to be open with your child. So, if something will hurt, tell him/her that it will hurt.
- Tell your child that it is normal to feel frightened and that he/she may cry.
- Encourage your child to ask questions and express his/her feelings.
- Reassure your child that you will be with them and that you will be staying overnight with them.
- Involve your child in packing for the hospital stay and include a favourite toy.
- Teenagers should be encouraged to talk about going to hospital as they may give the impression that they understand more than they do. Talking to them and involving them in discussions about their care will help them feel more in control.
- Parents/Guardians are requested to check their child's hair for infestation and treat accordingly, as surgery may be cancelled if there is infestation.
- Children in Hospital Ireland are a voluntary organisation which has helpful literature on children going to hospital.
- Every effort is made to minimise your time away from your child for a surgical procedure. Parents accompany their child to Theatre until their child is asleep and, should your child ask for you in our Recovery room the staff will ensure that this happens.

What to bring with you

If your child is under 2 years	If your child is over 2 years
Nappies – disposable, Barrier Cream, Soap, Towels, Face cloth/soap/sponge for nappy area, Night attire, Soother if used, Activity or game to play	Day clothes, Dressing Gown/ Pajamas/nightdresses, Slippers or shoes and socks, Change of underwear, Nappies - if wearing them, Towels, Face cloth/soap/sponge for nappy area, Toothbrush/toothpaste, Hair brush/comb, Activity or game to play
The hospital is unable to accept responsibility for loss or damage to clothing or valuables.	

Child supervision

- All children attending the Royal Victoria Eye and Ear Hospital must have a parent/Guardian with them at all times, including overnight. An older sibling cannot fulfil this role.
- For families where the mother is breast feeding a younger sibling It may be easier for the father or other family member to stay overnight with the child. If this is not possible please discuss arrangements with us prior to the date of admission.
- To help ensure the safety of your child please always inform staff when leaving your child for meals or going to the toilet.
- A camper bed or arm chair can be provided by the bedside. If you wish to avail of the camp bed please mention it to the nurse on admission to ward.
- There are open visiting times for parents. While siblings are welcome to visit briefly they cannot stay for the duration of the admission.

Child Protection

The Royal Victoria Eye and Ear Hospital is committed to promoting the safety and wellbeing of all children in our care. Child protection is the responsibility of all staff and to support this there are a number of mechanisms in place. Our practice is informed by Children First: The National Guidance for the protection and welfare of Children, DOH 2011. We also have our local Policy on child Protection.

Discharge

Discharge Planning

Discharge from the hospital is as important as your admission. We endeavor to make sure you have a safe, well co-ordinated discharge. We begin discharge planning on the day of your admission.

We ask that you vacate your bed by 10am on the day of discharge so that we can efficiently deal with the admission of other patients. You are welcome to wait in the sitting room to await transport. Occasionally, you may be asked to leave your bed area prior to 10am, this is to accommodate a person coming in for surgery on that morning. Meals and drinks will be provided for anybody waiting for collection in the ward sitting room.

Sickness Benefit

If you are entitled to avail of sickness benefit the doctor attending you will issue a medical certificate on request. Please bring your PPS number. To help us organise an efficient discharge, please mention that you will require this certificate on admission.

This discharge checklist may be of help:

- Have you transport to your home? Is someone coming to collect you?
- Do you have house keys, clothes and is there food available?
- Has the heating been turned on?
- If you are already receiving care or services at home, does the service provider know you have been discharged?
- If there are any problems when discharged, whom do you contact?
- Have you got your prescription? Medication is not supplied by the hospital. Have you someone who can get the medication for you?
- What is the medication for, how often and for how long should you take it?
- Have you got a letter for your doctor or public health nurse?
- Do you need an outpatient appointment or follow up care?
- When can you return to work and normal activities?
- Do you need a medical certificate for your employer?
- Have you got all your belongings?
- If you are availing of convalesce after your stay with us, do you have enough medication to last for the duration of your stay there?

On the morning of your discharge a Nurse will come to you to go through your discharge with you. This will give you a good opportunity to ask any remaining questions prior to discharge.

Paying your Hospital Account

All hospital accounts must be paid on the day of discharge. There is a government health levy payable on discharge. Self-paying patients booked to semi-private accommodation must pay prior to admission.

Private Health Insurance

Please bring your health insurance details with you on admission. The hospital operates direct billing with VHI, Laya, Aviva, Glohealth, GMA, ESB and POMAS. Please contact your insurance company prior to admission to ensure you are fully covered for your procedure. If for any reason that your health insurance fails to pay the full cost of your expenses, the hospital reserves the right to recoup the remaining balance from the patient.

Medical Card Holders

Please bring your medical card.

Access to your Medical Records

Information regarding your illness is confidential. It will not be given to anyone except those involved in your treatment including your own General Practitioner without your permission. Following discharge, if you wish to receive a copy of your records, you can do so by writing to the Patient Services Manager, Royal Victoria Eye and Ear Hospital, Adelaide Road, Dublin 2. Requests must be made in writing.

Freedom of Information

The Freedom of Information Act (1997 and 2003) was designed to allow individuals access to information held by Public Bodies, which is not routinely available from other sources. At The Royal Victoria Eye and Ear Hospital we foster a culture of openness and transparency, and where possible will make as much information available to members of the public on a routine basis.

Requests must be in writing and addressed to the the, Patient Services Manager, Royal Victoria Eye and Ear Hospital, Adelaide Road, Dublin 2.

Care Staff you may meet.

Medical Staff

You will be admitted under the care of a Consultant. Each Consultant has a team, which usually includes a Senior Registrar and/or Registrar and Senior House Officer (SHO). However, during your admission you may also be seen by doctors from other teams and from the Anesthetic and Radiology Departments. As The Royal Victoria Eye and Ear is a teaching hospital, you may be asked to participate in medical and nursing student activities. You are free to decline from such activities and this will not affect your rights as a patient or your care in any way.

Nursing Staff

The Nursing Staff at Royal Victoria Eye and Ear Hospital strive to maintain excellence in nursing practice and care. We recognise a family centered and holistic approach involving nurses working in partnership with families, advocating their participation, as an integral factor in delivering quality care. It is our aim to provide the best evidence based practice that can adapt to the diverse and changing health needs of our population. During your stay with us a team of nurses led by a Clinical Nurse Manager will care for you. They will provide a high standard of nursing care and will endeavor to meet your individual needs.

All nursing staff wear name badges. However, if at any time you are unsure of the names of those responsible for your nursing care, please ask. Registered nurses may be assisted in the delivery of care by nursing students and health care assistants. Nursing staff will be happy to facilitate any queries you may have with your care whilst in hospital. If you so wish, you may choose to speak

with the Clinical Nurse Manager, the Assistant Director of Nursing or the Director of Nursing about your care and treatment.

Specialist Nursing Services

Many of our nursing staff have either or both of the Ear Nose and Throat or Ophthalmic Post Graduate Higher Diploma qualifications.

Experienced nurses in the Hospital work with colleagues from other professions providing a specialist service within specified areas.

The following are the areas served by specialist nurses at The Royal Victoria Eye and Ear Hospital.

- Infection Prevention and Control Specialist Nurses.
- Oncology Ophthalmology Specialist Nurse.
- Oncology Ear Nose and Throat/ Head and Neck Specialist Nurse.
- Accident and Emergency Ophthalmology Advanced Practitioner.
- GP Liaison nurse.
- ENT clinical Nurse Specialist.
- Ophthalmic Clinical Nurse Specialist.

The service provided by the specialist nurses varies from one specialty to another.

Allied Health professionals

Audiology.

Audiometric testing is carried out when the patient attends the Ear, Nose and Throat, Head and Neck (ENT-HN or Otolaryngology) clinic. This enables the consultant to have information to assist the diagnosis. The audiogram is the most frequent test procedure performed in routine clinical investigations. The patients are asked to sit in a sound proof room, headphones are placed over their ears and they are asked to respond each time they hear a stimulus.

Social Work Department.

Our social worker provides a service to patients and relatives regardless of their financial situation. This service involves:

- Planning your future care/ convalescence.
- Advice on social welfare entitlements.
- Information and assistance for patients on problems arising from their illness, and discharge planning.
- Liaison with relatives and carers, support services and voluntary agencies, and colleagues in community services and other institutions.
- Listening/counseling
- Providing information and contacting other services/support on your behalf.

If you feel we can help please ask to see the social worker or contact the main social work office that is located in the ENT Outpatients Department.

Nutrition and Dietetics Department

We have a Liaison Dietician who provides nutritional support and dietary education for those patients who require nutritional/dietetic intervention as part of their care.

Orthoptic Department

The term Orthoptics means 'straight eyes', originating from the Greek words 'orth', meaning straight, and 'optics', which relates to the eye. An orthoptist is an Allied Health Professional involved in the

assessment, diagnosis and management of disorders of ocular motility, binocular vision and visual development in children. The Orthoptic Department provides clinical support for all ophthalmic teams within the Hospital.

Pharmacy Department

We provide a wide range of pharmaceutical services to patients and staff in The Royal Victoria Eye and Ear Hospital. These include the following:

- Purchasing and dispensing drugs to the hospital departments.
- Monitoring orders to ensure that drug treatment is safe and appropriate.
- Manufacturing sterile products such as specialised Ophthalmic drops.
- Providing up to date, reliable and unbiased information on drugs to health care professionals in the hospital.

Our main aim is to provide the highest standard of pharmaceutical care in order to improve your quality of life.

The Pharmacy Department does not routinely dispense to the public/patients in a retail capacity, however, on discharge, you may be instructed to attend Pharmacy to obtain your drops prior to going home. It is important that you do so as some of the drops may be specialized and therefore not routinely available in your local Pharmacy. Should you find the Pharmacy shut for any reason please read the notice posted informing you of the time it will be re-opened. It is important that you wait to have the medications dispensed.

Physiotherapy Department

Our Physiotherapist provides an in-patient and outpatient physiotherapy service to patients.

Radiology Department (x ray Department)

Our X ray department provides the following services:

- General Xrays related to Eye/ENT-HN.
- Ultrasound Examinations related to Eye/ENT-HN
- The Department is closely linked with the Radiology Department in St. Vincent's University Hospital (SVUH) and some services are provided by this institution. These procedures include Sialograms, Dacrocystograms, CT, MRI, Videofluoroscopy and Barium studies.

Speech and Language Therapy Department

- The Adult Speech and Language Department offers an assessment and treatment service primarily for patients who have swallowing or voice difficulties due to head and neck cancer problems.
- In many cases the patient will wish to have a friend or family member involved in the treatment process.
- The patients may be seen before or after surgery.
- Clinics take place daily
- The Speech and Language Department provides a service for both in-patients and outpatients.

Interpreting Service

- We use a professional interpreting service.
- The interpreters need to be booked in advance so please notify a Staff Member if an Interpreter is needed as early as possible.

Patient Handbook languages

- To help us meet the needs of our diverse patient community, we publish this Handbook in several languages. Please contact our Quality, Risk, Health & Safety Department to order the Handbook in your language. Phone (01) 7088549.
- Chun cabhrú linn freastal ar riachtanais ár bpobail fhairsing, foilsímid an Lámhleabhar seo i roinnt teangacha. Tá fáil air ar ár láithreán gréasáin veeh.ie i nGaeilge nó féadfaidh tú teagmháil a dhéanamh lenár Rannóg Cáilíochta, Riosca, Sláinte agus Sábháilteachta chun an Lámhleabhar a ordú i do theanga féin. Guthán (01) 7088549.
- Afin de répondre aux besoins de patients originaires de diverses communautés, nous publions ce guide en plusieurs langues. Veuillez contacter notre Département Qualité, Risque, Santé et Sécurité pour commander le guide dans votre langue. Téléphone : (01) 7088549
- Abychom mohli splnit potreby naší různorodé komunity pacientů, vydáváme tuto příručku v několika jazycích. Pro objednání příručky ve vašem jazyce kontaktuje naše oddělení kvality, rizika, zdraví a bezpečnost. Volejte na (01) 7088549.
- Προκειμένου να ανταποκριθούμε στις ανάγκες της πολύμορφης κοινότητας των ασθενών μας, εκδίδουμε αυτό το Εγχειρίδιο σε διάφορες γλώσσες. Επικοινωνήστε με το Τμήμα Ποιότητας, Κινδύνου, Υγείας και Ασφάλειας για να παραγγείλετε το Εγχειρίδιο στη δική σας γλώσσα. Τηλέφωνο: (01) 7088549.
- हम हमारे विविध रोगी समुदाय की जरूरतों को पूरा करने के लिए, हम इस हैंडबुक को कई भाषाओं में प्रकाशित करते हैं। कृपया हमारे गुणवत्ता, जोखिम, स्वास्थ्य और सुरक्षा विभाग से संपर्क करके अपनी भाषा की हैंडबुक ऑर्डर करें। फोन (01) 7088549
- Lai mums būtu vieglāk apmierināt dažādu pacientu kopienų vajadzības, mēs šo Rokasgrāmatu publicējam vairākās valodās. Lūdzu, sazinieties ar mūsu Kvalitātes, riska, veselības un drošības departamentu, lai pasūtītu Rokasgrāmatu jūsu valodā. Tālr. (01) 7088549.
- Siekdami patenkinti skirtingų pacientų poreikius, išleidome šį vadovą keliomis kalbomis. Norėdami užsakyti vadovą savo kalba, kreipkitės į Kokybės, rizikos, sveikatos ir saugos skyrių. Tel. (01) 7088549.
- Opublikowaliśmy niniejszy Podręcznik w wielu językach, aby usprawnić pomoc oferowaną naszym różnorodnym klientom. Bardzo prosimy o kontakt z naszym Działem ds. BHP, Jakości i Ryzyka, aby uzyskać Podręcznik w Państwa języku. Numer telefonu: (01) 7088549.
- Para nos ajudar a ir ao encontro da nossa diversificada comunidade de pacientes, publicamos este guia em várias línguas. Por favour contacte o nosso Departamento de Qualidade, Risco, Saúde e Segurança na sua língua. Telefone (01) 7088549.
- Pentru a contribui la îndeplinirea nevoilor diversei comunități de pacienți, publicăm acest Manual în mai multe limbi. Vă rugăm contactați departamentul de calitate, risc, sănătate și siguranță pentru a comanda Manualul în limba dumneavoastră. Telefon (01) 7088549.
- Чтоб помочь нам удовлетворить запросы наших пациентов разных национальностей, мы печатаем данное Руководство на нескольких языках. Просим связаться с нашим Отделом качества, управления рисками, охраны труда и техники безопасности для заказа данного Руководства на Вашем языке. Телефон: (01) 7088549.
- ہماری طرح طرح کے مریضوں پر مشتمل کمیونٹی کی ضروریات پوری کرنے میں ہماری مدد کیلئے ہم یہ ہینڈ بُک کئی..... زبانوں میں شائع کرتے ہیں۔ اپنی زبان میں یہ ہینڈ بُک آرڈر کرنے کیلئے براہ مہربانی ہمارے کوالٹی، رسک، ہیلتھ اینڈ سیفٹی ڈیپارٹمنٹ سے رابطہ کریں۔ فون (01) 7088549

- لمساعدتنا على تلبية احتياجات الجاليات المتعددة للمرضى ، فقد قمنا بنشر هذا الدليل بعدة لغات . الرجاء الاتصال بإدارة الصحة والسلامة والمخاطر والجودة وذلك لطلب الدليل بلغتك الخاصة. اتصل بالهاتف على الرقم: (01) 7088549



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