

ROYAL VICTORIA EYE AND EAR HOSPITAL

INFORMATION PACKAGE FOR GPS

Emergency Department Service and procedure for requesting OPD appointments

Updated version March 2019



THE ROYAL VICTORIA
EYE AND EAR
HOSPITAL DUBLIN

LOOKING AFTER THE NATION'S EYES AND EARS SINCE 1867



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GP LIAISON SERVICE FOR EMERGENCY DEPARTMENT

GP Liaison Nurse Manager

Office hours: Tuesday, Thursday and Friday. 10am- 4.15pm

Phone: 086 852 0846, 01 634 3647

Email: gp.liaison@rveeh.ie

Outside the above hours the Nurse in charge in the Emergency department will take emergency queries. Phone: 01 6644600

Our GP Liaison Service was set up to improve communications and provide a **Direct Link** between the Emergency Department and GP's and other Primary care providers.

GP's should contact GP Liaison Nurse (GPLN) if you have concerns regarding a patient you are referring, or any patient who has already attended the Emergency Department. **The GPLN will provide a link to an Emergency Department Doctor if necessary.**

Emergency Department Referral Letters:

GP's please use our Referral forms available to download from our website.

Only Emergency Patients should be given a letter in hand to present in ED. Please be advised that non-emergency referrals are to be directed to our OPD appointments department.

OPD REFERRAL LETTERS:

Please use Health Link, post or health mail (appointments@rveeh.ie) to send referral letters to OPD

Please do not give OPD letters to patients to hand deliver as these patients usually end up in the Emergency Department.

Always remember that there are **Community based Primary Care Eye Clinic** for all Medical Eye Conditions and minor surgical procedures accepting Medical Cards in Ranelagh & Fairview in Dublin, Bray in Wicklow, and Naas in Kildare. Contact Dr Kevin Tempany Medical Eye Centre: **Ranelagh** Phone: 01 4986921 or **NAAS**, Phone: 045 881000 or Dr Garry Tracy: **Bray**: 01 2828065 **Fairview**: 01 8057076

National Optometry Centre at DIT Kevin Street are always looking for volunteer patients who they will provide with a **sight test and an Eye Examination for free.** Phone: 01 4024900



OPHTHALMOLOGY SERVICES IN THE ROYAL VICTORIA EYE AND EAR HOSPITAL

The Ophthalmic Emergency Department in RVEEH provides a service for patients with emergencies or acute eye problems. Patients are advised to attend their GP or Optometrist for initial assessment, who can then refer them in if necessary.

Ophthalmology ED Hours of Service: MONDAY TO SUNDAY – 8am to 7pm
Outside of these hours doctor to doctor referral only with prior telephone agreement.
No walk in service 7pm to 8am. Acute Emergencies only Bank Holidays and Weekends.

Non-emergency referrals need to be directed by Healthlink, post or Healthmail (appointments@rveeh.ie) to the OPD Department so a timely appointment can be arranged.

Please use the designated RVEEH referral forms, available to download on the website and on **health link**. Patients should not be advised to hand deliver the letters or to hand them in to the Emergency Department as this does not expediate their appropriate OPD appointment and only leads to increased waiting times for patients with genuine acute eye problems. All referrals must meet the HIQA minimum data set standards.

Any queries regarding the above – please contact the GP liaison Nurse for advice.

Community Based Primary Care Clinics. There are a number of Primary Eye Clinics for all medical eye conditions and minor surgical procedures who accept patients with Medical Cards **directly** for assessment. In the local area these include:

Dr Kesavan Ravikumar Naas: 045 876480	Dr Kevin Tempany, Medical Eye Centre: Ranelagh: 014986921 Vista Eye Clinic Naas: 045 881000	Dr Gary Treacy Bray: 01 2828065; Fairview: 01 8057076.	Dr John Keane Athlone: 090 6472069
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A full list of nationwide clinics is available on our website.

National Optometry Centre at DIT Kevin Street – available for vision assessment for volunteer patients for free.

Children's' Ophthalmic services: There is no age limit for **Ophthalmology** patients, but some younger children may in some cases be better served in a paediatric setting (For example: Neonatal babies should be referred back to neonatal service). Children under 16 years must be accompanied by a parent / guardian.



ENT EMERGENCY SERVICE

ENT EMERGENCY Hours of Service: MONDAY TO FRIDAY – 9am to 4pm
Children under the age of 14 years should be referred to local Paediatric Hospital
Children 14 years and over only seen in our ENT EMERGENCY DEPARTMENT

NO SERVICE AT WEEKENDS OR BANK HOLIDAYS - patients must be referred to nearest General Hospital

Audiology Service not available via Emergency Department (Except in sudden sensory neural loss)

Other Services: Ear Syringing /Irrigation Courses for GP Nurses held at RVEEH for details email sabrina.kelly@rveeh.ie

Nurse Led Micro-suction clinic – Nurse led clinic available through OPD.

USEFUL NUMBERS

- **HSE Hearing Service/Audiology Service for adults and children.**
44 North Great Georges Street, Dublin 1. Ph: 01-8747726 Fax: 01- 8747792, Email: audiology@hse.ie (Patients must be medical card holder).
Hearing aid check/repair walk in service is available during the following hours: Monday – Friday
9am -12pm and 2pm to 4:00pm
- **National Association for deaf and hard of hearing people.**
Ph: 01-8723800 or info@deaf.ie (both provide Audiology service).
- **Tinnitus Association** 01-8723800



AUDIOLOGY DEPARTMENT

Guidelines for Direct Referral to Audiology of Adults with Hearing Difficulty

A patient of 50 years and above can be referred to Direct Audiology Clinic provided there is no ENT contraindication. Patient will be discharged from audiology clinic and a letter will be sent to their GP and if required then patient will be referred to ENT OPD.

Referrals are accepted from RVEEH ENT team and GPs.

Contra-indications

- Persistent pain affecting either ear (defined as earache lasting more than 7 days in the past 90 days before appointment);
- History of discharge other than wax from either ear within the last 90 days
- Sudden loss or sudden deterioration of hearing (sudden=within 1 week, in which case send to ED or Urgent Care ENT clinic)
- Rapid loss or rapid deterioration of hearing (rapid=90 days or less)
- Fluctuating hearing loss, other than associated with colds
- Unilateral or asymmetrical, or pulsatile or distressing tinnitus lasting more than 5 minutes at a time
- Troublesome, tinnitus which may lead to sleep disturbance or be associated with symptoms of anxiety or depression
- Vertigo
- Abnormal appearance of the outer ear and/or the eardrum (e.g., inflammation of the external auditory canal, perforated eardrum, active discharge).

To Refer

Please send referral form to audiology department and patient will be contacted with an appointment.

Audiologist
Outpatient Appointment Department
Royal Victoria Eye & Ear Hospital,
Adelaide Road,
Dublin 2



OUT-PATIENT APPOINTMENT PROCESS

1. **OPD REFERRAL LETTERS:** PLEASE forward all referrals via Healthlink, Post OR Healthmail (appointments@rveeh.ie)
All referrals must meet the HIQA minimum data set for outpatient referrals

OPD REFERRAL LETTERS CANNOT BE HAND DELIVERED BY PATIENT.

Referral templates are available at rveeh.ie for download. A separate template for each speciality

2. LETTER SHOULD BE LEGIBLE AND DETAILED – Please ensure that name, address, D.O.B and contact telephone numbers are included.
3. Please include the following:
 - Full details of patients condition
 - List of medications
 - Past relevant medical history
 - Previous attendance at eye and ear and which consultant.
 - Patient details will be entered on hospital data base.
 - All referrals must meet the HIQA minimum data set <http://www.cuh.hse.ie/Patients-Visitors/Your-Outpatient-Appointment/GP-OPD-Referral-Process/HIQA-Outpatient-Referral-Form.pdf>
4. YOUR REFERRAL LETTER WILL BE ASSESSED – All referral letters are assessed by a member of the medical team / Consultant and a category of urgency is applied depending on the level of information stated on the letter. Please make sure that all relevant detail is stated on the letter. The instruction is then given to the appointments staff to make the most appropriate appointment for the patient.

ROUTINE APPOINTMENT WAIT TIME 36 months for Ophthalmology and up to 36 months for ENT. GPs should mark letter **URGENT / SOON OR ROUTINE**

PLEASE REMEMBER: WE CANNOT GIVE APPOINTMENTS TO YOU OR YOUR PATIENTS OVER THE PHONE - unless they are return patients.
WE CANNOT ARRANGE APPOINTMENTS FOR PRIVATE PATIENTS.

- ✓ Patients must attend for their appointment on time.
- ✓ If a patient fails to attend a clinic they will not be re-appointed automatically- our DNA policy allows for a max of two consecutive DNA's and then the patient will be discharged from our service.
- ✓ **Non attendees** are a **major problem**. Please advise your patients to contact us if they no longer want their appointment.
- ✓ If patients have to cancel and re-schedule they will have to wait for the next available slot.
- ✓ If patients have not attended in the last 12 months or have been discharged they must submit a new letter of referral from their GP.



NEW GUIDELINES FOR GP REFERRAL TO NURSE LED CHALAZION CLINIC

A chalazion is a condition where an obstructed meibomian gland causes a granuloma within the tarsal plate.

Symptoms

- Acute or chronic eyelid lump.
- Swelling, pain, tenderness or erythema of eyelid.

Signs

- Visible or palpable well-defined subcutaneous nodule in the eyelid.

Treatment

- If associated with blepharitis instruct patient re lid hygiene.
- Warm compress to eyelid with massage four times a day for 2 weeks.
- Fucidic Acid 1% drops BD for 1 week or Chloramphenicol drops or ointment QDS for 1 week.
- If the chalazion has not resolved 2 weeks after completing treatment refer to chalazion clinic for assessment. From there, if appropriate, appointment for incision and curettage will be arranged.

Referral

All referrals to the Nurse-led Cyst clinic must be posted to the below address:

Nurse-Led Cyst Clinic
Emergency Department
Royal Victoria Eye and Ear Hospital
Adelaide Road
Dublin – D02 XK51

- Patient will be sent out appointment for assessment.
- Patients will be listed from there for incision & curettage to either nurses' list or if not suitable to day ward list.

Exclusions

- Patients under 16 (refer to OPD).
- **Patients outside catchment area (send to local ophthalmic unit).**
- Any lid lesion which is **not** a chalazion (refer to OPD).



THE ROLE OF THE CANCER NURSE CO-ORDINATOR

ROYAL VICTORIA EYE AND EAR HOSPITAL

1. To provide information, advice & support to patients and their families from the time of diagnosis.
2. The point of contact within the hospital for patients. The Cancer Nurse Co-ordinator is a resource and contact for the primary care team.
3. If GPs have queries about any patients or wish to fast track a patient who they may think is positive for a malignancy they can contact the co-ordinator.
4. GPs should continue to refer patients to the RVEEH as usual; the co-ordinator is only available for high-risk cases.
5. Co-ordinate transfer of patients to other hospitals eg, St Luke's. Ensure all information is received to and from other hospitals, track patients. Formulate discharge plans.
6. The Cancer Nurse Co-ordinators can inform GPs (by phone or by letter) of their patient's discharge and the treatment/procedures which they have undergone.
7. Ensure patients received OPD appointments for follow-up after Radiotherapy or Chemotherapy is completed.
8. The Cancer Nurse Co-ordinators ensures that primary care services are in place when patients are discharged from hospital.

Fiona Bradley

ENT/Head & Neck Cancer Nurse Co-ordinator RVEEH

Mobile: 086 735 9744



OCULAR ONCOLOGY SERVICE ROYAL VICTORIA EYE AND EAR HOSPITAL

Patients are referred to the clinic with a suspicious neavus, mass or lesion for specialist investigation.

Patients are referred via the A&E department, Ophthalmologists internally and externally, Opticians GP's and other hospitals.

In many cases these are benign, but on average 50 patients a year are diagnosed with a uveal melanoma.

Uveal melanoma arises from the pigmented cells (melanocytes) of the uvea. The uvea is divided into three parts the iris, ciliary body and choroid. The uvea is comprised of blood vessels and melanocytes. A malignant melanoma of the uvea originates from these melanocytes.

Once diagnosed, the best suited treatment pathway is discussed with the patient and family, namely Ocular Plaque Brachytherapy, Enucleation or Proton Beam Radiation.

If you require any further information on the ocular oncology service, please contact

Valerie O'Neill

Ocular Oncology Clinical Nurse Specialist.

086 375 1148

valerie.oneill@rveeh.ie



HSE PRIMARY AND COMMUNITY CARE - AUDIOLOGY SERVICE

INTRODUCTION

The objective of the Audiology service is to provide people with a hearing impairment with amplification devices, advice and information to enable them to overcome or reduce the effects of their hearing impairment.

REFERRALS

a) Adults

Eligibility for the adult service is restricted to those who hold medical cards. Referrals are received from medical practitioners and it is essential that each patient should receive a full medical examination prior to being referred. In either case, the referral to the hearing service should be especially for the fitting of the hearing aid. It is not the policy to accept referrals for other types of Audiological assessment or for legal purposes.

In the case of students who are attending third level education they retain their eligibility provided that they have Student ID card or proof of eligibility.

b) Children

The Audiology service for children is available to all regardless of financial circumstances. All children are eligible for this service from birth until they complete their full-time education. Parental consent is necessary before a child is referred to the Audiology Service. Referrals are accepted from medical practitioners and children should have had a medical examination prior to being referred to the service.

SERVICE PROVIDED

- Hearing test
- Fitting of hearing Aid
- Review in order to ensure that they are coping well with the hearing aid and benefiting from it. In the case of children this also includes monitoring the progress of speech and language and school progress.



OUTREACH CLINICS

Outreach clinics may take place in hospitals, nursing homes, old people centers and in the patient's home. It is the policy of the National Audiology Service to provide outreach clinics where the person with the hearing impairment is unable to attend an Audiology centre. The request for the visit should come from a medical practitioner who can certify that the person has a disability that prevents them from attending the Audiology centre. In the case of elderly people in long-term care, a request from the medical officer is sufficient. Where a visit to the patient's home is requested, a standard form should be completed including details of how to locate the home of the patient.

Currently clinics are provided in the following locations:

- ❑ North Great Georges Street
- ❑ Tallaght
- ❑ Sandymount
- ❑ Newbridge
- ❑ Arklow
- ❑ Wicklow
- ❑ Bray

TECHNICAL DEPARTMENT

The technical department provide a repair service for the aids that are provided by our clinicians. This is a nationwide using the latest technologies. There is a walk-in service between the hours of 930 – 1230pm and 2 – 430pm in North Great Georges Street and a postal service is also available to the clients.

FOR FURTHER INFORMATION, CONTACT:

**Hearing Service,
LHO (Dublin North Central)
Primary & Community care Directorate,
Dublin / North East Area,
44 North Great Georges Street,
Dublin 1**

Ph: (01) 874 7726 / 874 7727 / 874 7728

Fax (01) 874 7792



EYE CLINICS RVEEH:

MONDAY:

Prof C Murphy Corneal, 9-11am

Mr J O Connor, General 9-10:30am

Mr N Horgan, Medical Retina & New oncology am, Ocular Oncology pm

Mr D Kilmartin, Retinal clinic alternate Mondays, 9-11am

Ms R Khan, Orbital Clinic, 1:30-3pm

Prof L Cassidy, Oculoplastic clinic, 1:30-2:30pm

Mr D Brosnahan, Paediatric, 1:30 – 3pm

Mr M Cahill Retinal Clinic 12-1pm

TUESDAY:

Ms A Doyle, Glaucoma, 9-10:30am

Mr E Loane, 9-11am

Dr M Marcos, 9-10:30am, child screening 1-3:30pm

Mr D Brosnahan, Paediatric & general, 9-11am

Ms C Baily, injection list 9-10:30am, Retinal 1-1:30pm

Ms A Ryan, Retinal 9-10:30am

Mr M Cahill, Retina/AMD clinic, 1-2:30 pm

Ms R Khan, 1:30–3pm & Botox clinic every 6 weeks

WEDNESDAY:

Ms A Doyle, Glaucoma clinic, 9-10:30am

Prof Conor Murphy, Uveitis Clinic 8:30–11am

Mr B Quill, 8:30-10:30am, Corneal 1:30-3:00pm

Prof L Cassidy, Neuro, 1:30-3pm

Ms A Ryan, Injection list 12:30-1pm

Mr M Marcos, Retinal (3rd Wednesday of the month) 1-3:15pm

THURSDAY:

Prof W Power, General Clinic, 9-11am

Mr M Cahill, Retina clinic, 8-9:30am

Ms C Baily, post op 8:30-11:00am

Ms A Doyle (1st Thursday of the month, St James' clinic) 09:00-10:40am

Mr D Kilmartin, Retina/uveitis clinic, 1-3:30pm

Prof W Power, Corneal Clinic 1:30-2:45pm

Mr E Loane, 1:30–3pm

Ms Behan, Corneal, 1:30-2:45pm



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FRIDAY:

Mr J O Connor, Glaucoma Clinic, 9-10:30am

Mr P Talty, Retina/AMD, (every 3rd week) 8:30-9am

Mr E Loane, alternate Fridays, 9-11am

Contact lens clinic 8:30-11:30



CONSULTANT OPHTHALMIC SURGEONS PRIVATE CLINICS

CONSULTANT	ADDRESS	CONTACT DETAILS	PRIVATE ROOM TIMES
Prof William Power MCh MRCPI FRCS (Glasg) FRCOphth DO	Blackrock Clinic Rock Road Blackrock Co Dublin St. Vincent's Hospital Elm Park Dublin 4	Blackrock Tel: 01 278 7038 Fax: 01 283 1033 ivisionltd@gmail.com St Vincent's Tel: 01 269 4533 Fax: 01260 8254	
Ms Aoife Doyle	Northbrook Clinic, 28A Northbrook Road Dublin 6	Tel: 01 418 8427	Mon, Fri
Ms Rizwana Khan	Hermitage Medical Clinic Lucan Blackrock Clinic	Tel: 01 645 9542 Fax: 01 645 9543	
Prof Conor Murphy Consultant Ophthalmic Surgeon	Northbrook Clinic 28A Northbrook Road Dublin 6	Tel: 086 783 9202 Fax: 01 491 4789 profmurphyappointments@gmail.com	
Mr Noel Horgan, Medical Retina / Ocular Oncology	St Vincent's Private Hospital	Tel: 01 2638826	
Mr Jeremy O'Connor	Northbrook Clinic 28A Northbrook Road Dublin 6	Tel: 083 844 3569 e-mail: jeremyoconnor.eyesurgeon@gmail.com	



CONSULTANT OPHTHALMIC SURGEONS PRIVATE CLINICS

CONSULTANT	ADDRESS	CONTACT DETAILS	PRIVATE ROOM TIMES
Mr Donal Brosnahan MB DCH FRCS Ed FRC Ophth	Northbrook Clinic 28A Northbrook Road Dublin 6	Tel: 01 491 5713 Fax: 01 491 4803	Tues 12-530pm Wed 12-530pm
Mr Mark Cahill Consultant Ophthalmic Surgeon	Progressive Vision Suite 21, The Beacon Clinic Beacon Court Sandyford Dublin 18	Tel: 01 213 5652 Fax: 01 292 0583	
Prof Lorraine Cassidy MB DO FRCSI FRC Ophth (UK)	26 Elgin Road Ballsbridge Dublin 4	Tel: 01 490 9322 Fax: 01 492 4136	Thurs 9-1pm <u>Tallaght Hosp</u> Alternate Tues PMs rooms Alternate Fri 9-1pm Private Rooms
Mr Edward Loane	Northbrook Eye Clinic 15A Northbrook Road Dublin 6	Tel: 086 7839202 Fax: 01 4914803	
Mr Patrick Talty			
Mr Dara Kilmartin Consultant Ophthalmic Surgeon	The Beacon Clinic Beacon Court Sandyford Dublin 18	Tel: 01 213 5651 Fax: 01 213 5653	Alternate Mon pm Tues am
Mr. Barry Quill	Suite 10 Blackrock Clinic Blackrock, Co. Dublin	Tel: 01 206 4544 e-mail: barry.quill@blackrockclinic.com	Monday 8-1pm



MEDICAL OPHTHALMOLOGISTS PRIVATE CLINICS

CONSULTANT	ADDRESS	CONTACT DETAILS	PRIVATE ROOM TIMES
Dr Aideen Hogan MRCOph FRCSI	Suite 7 Hermitage Medical Clinic Old Lucan Road Dublin 20	Tel: 01 645 9543	
Mr Kesavan Ravikumar MBBS DO FRSCEd	The Eye Clinic, 7 Blessington Rd Naas Co Kildare	Tel: 045 876 480 Fax: 045 875 898	



COMMUNITY OPHTHALMIC PHYSICIANS

ED patients can be referred back for follow up in their local area to see the following ophthalmologists

PATIENTS MUST BRING MEDICAL CARD

Private Ophthalmologists in pilot scheme taking medical card patients

Dr Garry Treacy	BRAY Medical Optics 2-3 Castle Street Bray DUBLIN Medical Optics 19 Fairview Dublin 3	Tel: 01 282 8065 Fax: 01 685 2338 Tel: 01 805 7076
Dr Kevin Tempany	NAAS Vista Eye clinic Suite 6 Vista primary Care Campus Ballymore Eustace Road Naas Co Kildare RANELAGH Ranelagh Eye Centre 22-26 Sandford Road Ranelagh Dublin 6	Tel: 045 881 000 Fax: 045 889 018 Tel: 01 498 6920 Fax: 01 498 6921
Dr John Keane	ATHLONE Verelands Garden Vale Athlone	Tel: 09064 72069 Fax: 09064 75153
Dr John M Traynor	CORK 5-6 Lavitts Quay Cork	Tel: 021 427 6524 Fax: 021 485 1379



ENT CONSULTANTS

CONSULTANT	SPECIALIST INTEREST
Ms Tara Mackle MBBch BAOI FRCSI (ORL)	Rhinology / Paediatrics
Mr Mark Rafferty FRCS FRCSI	Otology
Mr Paul Lennon	Head & Neck Surgery
Prof Conrad Timon MB FRCSI FRCSORL DMMD MD	Head & Neck/Thyroid Surgery
Mr Stephen Hone MCh MRCPI FRCSI (ORL)	Paediatrics/Otology
Ms Paula Casserly	Rhinology / Paediatrics
Ms Emma Cashman	Otology



ENT CONSULTANT PRIVATE ROOM DETAILS

ENT CONSULTANT	ADDRESS	TEL
Prof Conrad Timon MB FRCSI FRCSORL DMMD MD	The Hermitage Clinic Lucan Co Dublin	Tel: 01 645 9635 Fax: 01 645 9636
	Blackrock Private Clinic Rock Road Dublin 18	Tel: 01 278 0150
Mr Stephen Hone MCh MRCP FRCSI (ORL)	Northbrook Clinic Ranelagh Dublin 6	Tel: 01 496 7111 Fax: 01 645 5947
	Hermitage Medical Clinic, Lucan	01-645 9545
Mr Mark Rafferty	St Vincent's Private Hospital Merrion Road Dublin 4	Tel: 01 260 9270 Fax: 01 260 9271
Mr Paul Lennon	Suite 8 Private Rooms St James's Hospital Dublin 8	Tel: 083 0398050 Fax: 01 4162568 e-mail: ent@stjamesprivate.com



USEFUL RVEEH NUMBERS

Main

Tel: 01 664 4600

Patient Services Department

Manager: Oliver Cunningham 01 634 3686

Deputy: Ailish Doyle 01 634 3699

Radiology 01 708 8540

Emergency Department 01 6644600

Admissions 01 708 8524

Pre-admissions 01 634 3650

Bed Booking 01 664 4680 / 634 3658 / 664 4640

Freedom of information / Routine Access

Administrator: June Clare 01 634 3626

Medical Secretaries

Prof Cassidy, Mr Talty, Ms Doyle, Mr Loane 01 664 4694

Mr O'Connor, Mr Kilmartin, Mr Cahill 01 664 4697

Ms Khan, Mr Brosnahan, Prof Power, Prof Murphy 01 664 4695

Mr Horgan 01 664 4666

Prof Timon, Ms Casserly, Mr Lennon, Ms Mackle, Mr Rafferty 01 634 3607