



Mercy

UNIVERSITY | HOSPITAL

Compassion Excellence Justice Respect Team Spirit



Patient Information

Edition 4

Serving the people of Cork and beyond for 160 years

MUH Mission & Values



Our Values enable our Mission to be lived each day for you... our patient



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Introduction

With over 160 years of service to the community Mercy University Hospital (MUH) continues to play a pivotal role in the provision of compassionate high quality healthcare for the people of the South/South West Hospital Group (SSWHG).

The hospital's strategy is framed within the context of the hospital's Mission which confirms MUH's commitment to ensuring that patients across the South/South West Hospital Group receive the highest standard of care and that MUH remains true to the ethos and values espoused by the Congregation of the Sisters of Mercy. The hospital is committed to working for the benefit of patients within a single service network with integrated management and operating within a Group clinical directorate model.

Our hospital continues to offer a comprehensive range of inpatient, day and outpatient services, including a 24/7 Emergency Department, an Urgent Care Centre, and various medical and surgical specialities. These services are provided by dedicated highly trained multi disciplinary specialist teams who are respected and experienced professionals.

The development of Mercy University Hospital's range of services is ongoing with a number of key innovations in the pipeline including the expansion of the hospital's widely recognised Gastroenterology Department.

Our relationship with patients and primary care is critical to ensure a joint integrated team based approach to patient care. We are acutely aware that the hospital's relationship with its patients and service users is central to the success of the hospital and as key stakeholders we look forward to continued and future engagement.

Mercy University Hospital has a culture of unique patient centred care and compassion, which is based on strong core values handed down by the Sisters of Mercy. It is our aim to provide a wide ranging, high quality service for all patients. The staff of Mercy University Hospital are all working together to ensure that the service you receive is safe and of a high quality standard in line with best practice. Our staff continue to play an important role in advocating for patients and I would encourage you to engage with our staff on any matters relating to your care.

I trust that your experience with Mercy University Hospital is a positive one and we will truly endeavour to treat you with compassion and dignity and with utmost consideration.

We hope that this information booklet is a useful tool and we would welcome any feedback you might have.

Sandra Daly,
Chief Executive Officer



Message from the **Clinical Director**

As our patient at the Mercy University Hospital, our goal is to provide you with excellent care and service.

Since the establishment of the hospital in 1857, healthcare delivery has transformed in ways never imagined. However, our core value of compassion remains central to the delivery of patient centred care at the Mercy University Hospital. We are committed to providing you with the highest quality of care, delivered by our skilled multidisciplinary healthcare team.

We understand and appreciate that admission or attendance at hospital can be a stressful time. Through the care of our excellent staff we will endeavour to help and support you in whatever way we can while we have the privilege of caring for you here at the Mercy University Hospital.

Dr. Kieran. A. O'Connor
Clinical Director



Kieron O'Connor,
Clinical Director

Message from the **Director of Nursing**

The Nursing Department is committed to providing the highest standard of care to you, our individual patients, your families and the community. We honour the spirit of Catherine McAuley and the founding Sisters of Mercy and all our care is underpinned by core values of compassion, excellence, justice respect and team spirit.

Nursing staff are with you on every part of your journey through our hospital and it is an enormous responsibility and privilege to be able to do so.

We provide nursing care in collaboration with many other teams in the hospital – medicine, allied health, radiology, portering, catering, pharmacy and laboratories. Only by working together can we achieve the best outcomes for those we provide our services to.

Margaret McKiernan
Director of Nursing



Margaret McKiernan,
Director of Nursing

Message from the Patient Liaison Officer

The Patient Liaison Officer is available to you and your family during your stay in the Mercy Hospital.

Patient Feedback is vital for us in improving our service; you will notice that we have Comment Boxes and Comment Cards situated throughout the hospital and we actively encourage both patients and their families to fill them in as we welcome all feedback both positive and negative.

The Mercy Hospital Unit is delighted to have been chosen as a model hospital in the country for service user involvement and we are working with the Quality Improvement Division in developing further projects.

The Mercy University Hospital supports service user involvement and we have a patient Focus Group in the hospital where meetings are held. At these meetings the Management of the Hospital meet with the service users where feedback and patient comments are discussed.

Volunteers are very welcome in the Mercy Hospital, volunteering greatly enhances the service that we provide to our patients and their relatives, if you are interested in volunteering please contact the Patient Liaison Officer who will provide you with information.

SAGE ADVOCATES are also available to our patients, these advocates promote and protect the rights, freedoms and dignity of older people by developing support and advocacy services wherever ageing poses a challenge for individuals. (www.sage.thirdageireland.ie)



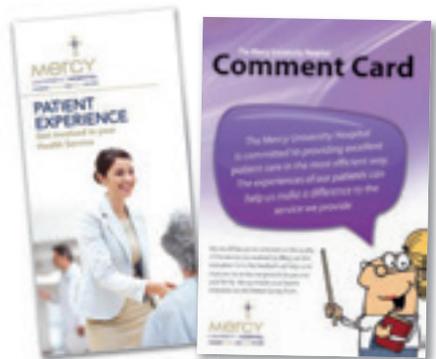
Josephine Griffin,
Patient Liaison
Officer / Access
Officer



◀ *Patient Feedback is very important to us in the Mercy University Hospital so when Josephine Griffin Patient Liaison Officer interviewed young Danny Cashman about his patient experience he informed her that the toys in the Children's Area in the E.D. were for very young children and there was nothing to occupy older children and young teenagers while they were waiting in the area. Danny suggested a Nintendo machine and Josephine made contact with Game Ireland who in turn contacted Nintendo UK who very kindly donated the Nintendo pod, consoles and games. The nintendos are in use all of the time and a great addition to the childrens playroom in our E.D.*

Well done to Danny for his wonderful suggestion!

Josephine Griffin
Patient Liaison / Access Officer



Mercy Volunteers

Volunteers are very welcome in the Mercy Hospital, volunteering greatly enhances the service that we provide to our patients and their relatives, if you are interested in volunteering please contact the Patient Liaison Officer who will provide you with information.



National #hellomynameis Campaign

The Mercy University Hospital is proud to be part of the **National #hellomynameis Campaign** for more compassionate care. We continuously encourage Nurses, doctors and other staff – particularly frontline staff - to tell their patients their name. If a staff member does not tell you their name please ask.



Mercy University Hospital

Hospital Profile

Mercy University Hospital (MUH) was established by the Mercy Order in 1857 as a 40 bed hospital staffed by four Sisters in the centre of Cork City. Mercy University Hospital is a public voluntary hospital and became a company limited by guarantee in 2003. The affairs of the company are managed by a Board of Directors who are responsible to a Trustee Company – Mercy Care South which was established in 2016. The hospital is a registered charity and operates as a not for profit entity. Mercy University Hospital employs approximately 1,200 staff and has an annual operating budget of circa €100m. MUH is a member of the South/South West Hospital Group along with eight other hospitals in the region and is committed to ensuring that patients across the South/South West Hospital Group receive the highest standard of care.

The hospital offers a wide range of specialities which provide inpatient, day patient, outpatient services along with a 24/7 Emergency Department and a Local Injuries Unit which is located on St Mary's Health Campus. The hospital also provides a number of outreach services to the community in areas such as Chronic Obstructive Pulmonary Disease and Outpatient Parenteral Antimicrobial Therapy.

Mercy University Hospital is a teaching hospital affiliated with the South/South West Hospital Group's Academic partner - University College Cork (UCC) and participates in the Medical Undergraduate Training Programme. The hospital also facilitates approximately 90 undergraduate nursing students (both supernumerary and internship) from University College Cork (UCC) across the four year undergraduate programme. The hospital has a Centre of Nurse Education facilitating post graduate education for hospital staff and also supports the wider region.

The hospital has an active research agenda and the HRB Adult Clinical Research Facility is located on the hospital campus which is supporting advances in treatment for a widespread variety of diseases and world-class experimental medicine.

Ethics Committee

A Clinical Ethics Committee (CEC) is in place in the Mercy University Hospital. Its purpose is to provide a referral facility and an information resource on ethical principles for the staff of the Hospital.

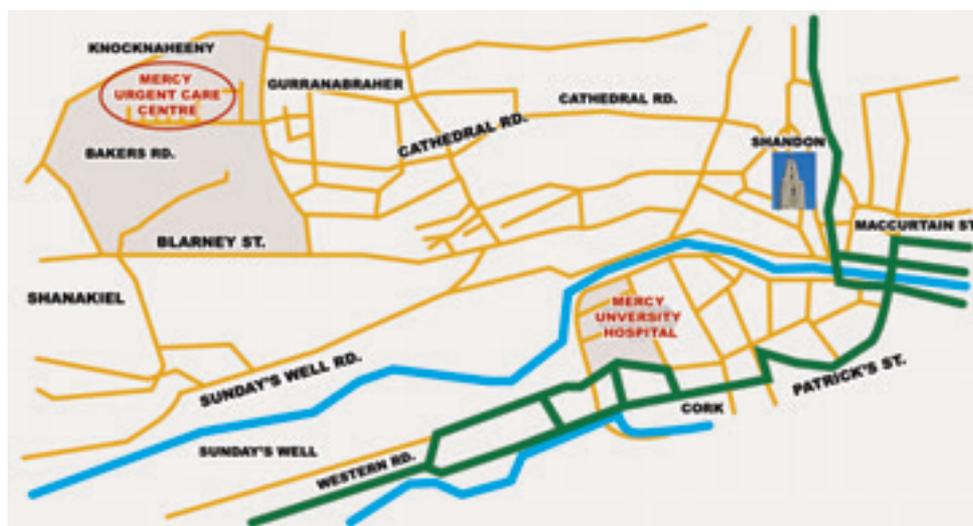
The CEC at the Mercy University Hospital provides assistances and guidance in the development of guidelines and procedures for example in areas such as consent and end of life care to all staff involved in patient care.

Mercy Urgent Care Centre

Consultants	Phone
McCarthy, Dr Gerry	
Reception	021 4926900 / 4926901

The Urgent Care Centre, which treats patients with minor injuries, opened in March in St Mary's Health Campus (former St Mary's Orthopaedic Hospital) Gurrabraher. This centre is opened 7 days a week from 8 am – 6 pm and caters for patients aged ten and over with minor injuries such as suspected broken bones, minor burns, scalds and cuts requiring stitches. M-UCC has x-ray facilities and applies plaster casts.

After 6 pm please go to the Emergency Department at the Mercy University Hospital or Cork University Hospital.



Directions to the Urgent Care Centre

The Mercy Urgent Care Centre is at St. Mary's Health Campus, Gurrabraher, Cork city on the grounds of the former St. Mary's Orthopaedic Hospital.

There is plenty of parking available outside the centre. Bus Route 202 (Mahon to Knocknaheeny), stops outside the entrance to St. Mary's Health Campus. The North Orbital Bus 201 stops at Cork University Hospital and on Harbour View Road, which is only minutes walk from the Mercy Urgent Care Centre.

Hospital Departments

Departments	Phone
Admissions (Check In)	021 4935251
Bed Management	021 4935292
Catering	021 4935297
Coronary Care Unit	021 4935006
Centre for Nurse Education	021 4935184
Clinical Pharmacology	021 4935517
Clinical Research Facility	021 4935150
Dietetic Department	021 4935417 / 4935169
Discharge Co-Ordinator	021 4935034
ED Department	021 4935241 / 4935341
EEG Dept	021 4935326
GI Function Lab	021 4935099
Intensive Care Unit	021 4935262 / 4935261
Medical Records Dept	021 4935347 / 4935572
Neurophysiology Dept	021 4935326
OPD Central Appointments (10.00a.m.-4.30p.m)	021 4935657 / 4935656
Out-Patient Dressing Clinic	021 4935689
Palliative Care	021 4271971 (5798)
Pastoral Care Office	021 4935303
Patient Liaison Office	021 4935622
Pharmacy	021 2305042
Procurement and Supplies Department	02 4298100
St Bridgets 1 & 2	021 4935316 / 4935306
St Bridgets 3 Day Ward	021 4935333 / 4935462
Physiotherapy Dept	021 4935340 / 4935312
POLAR Unit	021 4935499
Pre-Assessment Clinic	021 4935668
Pulmonary Function Lab	021 4935313
Radiology Dept	021 4935275 / 4935276
Reception (Main Hospital)	021 4271971
Social Work Dept	021 4935290
Speech & Language	021 4935643
St Anne's Ward	021 4935229 / 4935217
St Bernadette's Ward (Child Leukaemia Unit)	021 4935291 / 4935246
St Bridgids	021 4935316
St Catherine's Ward (Semi-Private)	021 4935567
St Finbarr's Ward	021 4935080

Hospital Departments Continued

Departments	Phone
Mens Health Unit	021 4935074
St Johns Urology	021 4935560
St Joseph's Ward	021 4935582
St Mary's Ward	021 4935519 / 4935520
St Michael's Psychiatric Unit	021 4935063 / 4935068
St Oliver's Day Ward	021 4935260 / 4935283
St Patrick's Ward	021 4935081
St Therese's Ward	021 4935232/4935233
Stroke Unit	021 4935080
Switch Board	021 4271971
Theatre Reception	021 4271971 (5713)
Urgent Care Centre	021 4926900

Wards

		Phone Contact
St Brigids Ward		021 4935316 / 4935306
St Mary's Ward	Acute Elderly Assessment	021 4935519 / 4935520
St Michael's Ward	Psychiatric Unit	021 4935063 / 4935067
St Joseph's Wards	Female Medical	021 4935582
St Finbarr's Ward	Male Medical	021 4935080
Coronary Care Unit		021 4935006
Stroke Unit		021 4935080
St Catherine's Ward	Male Semi Private	021 4935567
St Patrick's Ward	Male Surgical	021 4935081
St John's Urology	Urology Day Case	021 4935560
Mens Health		021 4935074
St Therese's Ward	Oncology	021 4935232 / 4935233
Private Corridor 3	Day Cases	021 4935333 / 4935462
St Anne's Ward	Paediatric	021 4935317 / 4935217
St Bernadette's Ward	Paediatric Leukaemia Unit	021 4935291 / 4935246
Intensive Care Unit		021 4935262 / 4935261
St Oliver's Ward	Public Day Cases	021 4935260 / 4935283
Emergency Department		021 4935241 / 4935341
Urgent Care Centre		021 4926900 / 4926901
St. Francis Unit	Transitional Care Unit	021 4926920 / 4926921

Hospital Services

- Anaesthetics
- Biochemistry
- Blood Transfusions Service
- Cardiology
- Care of the Elderly
- Clinical Pharmacology
- Emergency Department
- Gastroenterology
- General Medicine
- Gynaecology
- Haematology
- Hepatobiliary Surgery
- HHT (Acute Hereditary Haemorrhagic Telangiectasia) National Screening Centre
- Infectious Disease
- Neurology
- Non-Invasive Diagnostic Cardiology
- Oncology
- Ophthalmology
- Paediatrics
- Paediatrics Haematology
- Paediatric Neurology
- Pain Services
- Psychiatry
- Radiology
- Respiratory Medicine
- Upper & Lower Gastrointestinal Surgery
- Community Paediatrics
- Radiology
- Rehabilitation Medicine
- Urology
- Vascular Surgery
- Warfarin – Anti Coagulant Clinic
- Blood Bank
- Chaplaincy
- Clinical Measurement
- Clinical Neurophysiology
- Dietetics and Nutrition
- Echocardiography
- Haematology Laboratory
- HistoChemistry Laboratory
- Microbiology
- Neurophysiology
- Occupational Therapy
- Pastoral Care
- Pharmacy
- Phlebotomy
- Physiotherapy
- Prosthetic Orthotic Limb Absence Rehabilitation Unit (Polar Unit)
- Pulmonary Function Unit
- Pulmonary Rehabilitation
- Sleep Apnoea Service
- Social Work
- Speech And Language Therapy

Health Promotion

In the spirit of the Sisters of Mercy, Mercy University Hospital (MUH) provides excellent patient services to maintain and improve the health and wellbeing of those we serve, and does so as a health promoting hospital. A health promoting hospital is one in which health promotion is integral to the ethos of the institution, its structure and culture, and the way in which it is managed.

Mercy University Hospital is already engaged in many health promoting activities and its aim is to continue to help all people within its reach to achieve their highest possible level of health and well-being. This is in line with national policy and the Healthy Ireland Framework (2013-2025). Strategic priorities of this framework include action plans, supports and tools to involve and empower our staff, service users and their communities to enjoy health and wellbeing to their full potential, in the following areas:

We will work with you, as a service user of our hospital, and support you in improving your health and wellbeing. Advice, information and support are available to help you make choices for a healthier lifestyle and to improve your health and wellbeing. Opportunities are also available for you to participate in specific programmes / initiatives (for example, stopping smoking and healthy eating).



MUH staff will be happy to provide you with specific and relevant health promoting information. You will also find health promotion leaflets on various topics on many of the wards, departments and corridors throughout the hospital.

Tobacco Free Site – we ask that you don’t smoke here

As part of the National Tobacco Control Framework, MercyUniversity Hospital has committed to making its workplaces and campuses tobacco-free.

There is a **NO SMOKING** policy in this hospital: in all buildings, grounds and surrounding areas. The Mercy continues to monitor the growing international evidence in relation to e-cigarettes and, at this time, **the use of e-cigarettes is also NOT PERMITTED.**

The policy applies to patients, visitors and staff.



The hospital is committed to providing support to all patients to help them to stop smoking while in hospital. A contact information card for the Health Service Executive (HSE) QUIT campaign is available in Admissions.



You may think, “What’s in it for me, if I stop smoking?”

- Stopping smoking improves mental health.
- You may be able to reduce the amount of medications you take.
- It’s the single most powerful way of improving your health.
- If you stop smoking 20 cigarettes a day, you will save more than €3,800 a year.

We want to assure you that we will be here to support you. Smoking is harmful to your health and may delay your recovery. Please ask a member of the healthcare team for more information about quitting or nicotine replacement therapy.

Thank you for your cooperation.

COPD Outreach Hospital

This is a service provided by the Mercy University Hospital. It involves a member of the COPD Outreach team visiting your home. Depending on your length of stay in hospital you may receive between 2 and 4 home visits over a 2 week period. We will discuss your condition with you and try to answer any questions you may have in relation to COPD.

The programme will consist of some or all of the following;

- At least 2 visits by the COPD Outreach nurse or physiotherapist
- Advice and education regarding your COPD condition and your respiratory medications
- A breathing test - spirometry
- Advice regarding smoking cessation and managing your breathlessness
- Home exercise prescription
- Airway clearance techniques

You can contact the physiotherapist or the nurse during business hours Monday to Friday on the following numbers;

Physiotherapist **086 8148036**

Nurse **086 4670204**

If you have a question or are experiencing difficulty outside of these hours please contact your GP or the hospital's emergency department.



Your Admission to Hospital

If you have a planned admission you will usually receive a letter, which will let you know the date and time you should come to the hospital. We will try to give you as much notice as possible. It is important that you follow any advice that you have been given, which may refer to fasting or medication. You will need to call ahead before attending the hospital to ensure a bed is available. If you are unable to attend because of illness or personal reasons it is important that you contact the hospital as soon as possible to re – schedule, so that your appointment can be offered to someone else.

Please treat staff and other patients with dignity, respect and consideration.

What to bring with you

It is helpful to have the following details when you arrive:

- Name and address of the GP with whom you are registered or the name of the senior doctor in the practice.
- Medical Card and Health Insurance Details
- Your next of kin's name, address and contact telephone number. You can nominate your spouse, partner, a member of your family, or a good friend.
- Please bring to hospital any tablets or medication you are taking (including injections, inhalers, eye drops and creams.). Keep these in the container you got from the chemist so we know what you have been taking. Please also bring an up to date record of your medication you can obtain this from your GP and/or Chemist.
- Pyjamas or nightdress, slippers, dressing gown, a towel, a few comfortable day clothes, toiletries, a bag or small case for clothes and loose change for telephone. Storage space is very limited, so please bring only the belongings that you will need.

Valuables

A small bedside locker is provided for your personal belongings. Please do not bring large amounts of money or jewellery into hospital with you. **Patients must retain and be responsible for personal items such as dentures and hearing aids, walking sticks and glasses.**

Your Admission to Hospital

Maintaining cleanliness and reducing infection

Reducing the risk of infection in hospital – what you can do to help:

- Keep your hands and body clean when you are in hospital. Have your own toiletries including soap with you
- Keep a container of moist hand – wipes with you to ensure you always have some available when you need to clean your hands
- Use your own razor to shave and not share it
- Ensure you always wash your hands after using the toilet
- If you use a commode, ask for a moist hand – wipe to clean your hands.
- Always wash your hands or clean them with a hand – wipe immediately before you eat a meal
- Hospital staff can help protect you by washing their hands, or by cleaning them with special alcohol gel. If a member of staff needs to examine you or perform a procedure, do not be afraid to ask if they have first washed their hands or used alcohol gel
- Try to keep your locker and bed – table free from clutter. Too many things left on top make it more difficult to clean your locker and bed – table properly
- If you visit the bathroom or toilet and are concerned that it does not look clean, report this immediately to the nurse in charge of the ward. Request it is cleaned before you use it, and use an alternative (if available) in the meantime
- Your bed area should be cleaned regularly. If you or your visitors see something that has been missed during cleaning, report it to the nurse on duty.

Relatives and friends should avoid visiting if they have sickness (vomiting), diarrhoea, a sore throat or raised temperature (fever). Your visitors should use the alcohol gels available to clean their hands before visiting you, and should not visit other patients on the ward.

Your Admission to Hospital

Patient Safety

The hospital environment is obviously quite different from the home environment. For your safety the hospital staff would like to point out some of these differences. We need your help in making your stay as safe as possible, so please:

- Hospital beds are narrower and higher than beds at home, so be careful turning and getting in and out of them.
- Most of the furniture in your hospital room is on wheels, so don't lean on it unless you know it is secure.
- Use your call bell when you need any assistance.
- If you have a room companion who asks for assistance, notify the nurse before helping him/her.
- Wear shoes or slippers when out of bed.
- Inform the Ward Manager if you want to leave your nursing area.
- Report immediately any faulty equipment in your room.
- Fire Exits are clearly marked, follow instructions of our staff in the event of a fire, and stay calm. Each ward has a fire alarm. Do not use the elevators in the event of a Fire.
- **Fire alarm is tested every Tuesday Morning at 09.15 a.m.**



Emergency and Essential Surgical Care Programme & Patients for Patient Safety Department

From the World Health Organization:

BEFORE SURGERY

1. Tell them about your previous surgeries, anesthesia and medications, including herbal remedies
2. Tell them if you are pregnant or breast-feeding
3. Tell them about your health conditions (allergies, diabetes, breathing problems, high blood pressure, anxiety etc.)
4. Ask about they expected length of your hospital stay
5. Ask for personal hygiene instructions
6. Ask them how your pain will be treated
7. Ask about fluid or food restrictions
8. Ask what you should avoid doing before surgery
9. Make sure that the correct site of your surgery is clearly marked on your body

AFTER SURGERY

1. Tell them about any bleeding, difficulty breathing, pain, fever, dizziness, vomiting or unexpected reactions
2. Ask them how you can minimize infections
3. Ask them when you can eat food and drink fluids
4. Ask when you can resume normal activities (e.g. walking, bathing, lifting heavy objects, driving, sexual activity, etc.)
5. Ask what, if anything, you should avoid doing after surgery
6. Ask about the removal of stitches and plasters
7. Ask about any potential side effects of prescribed medications
8. Ask when you should come back for a check-up



Hospital admissions for patients with Dementia

Hospital can be confusing and frightening when you have dementia, and it may make you more confused than usual. You might find the ward loud and unfamiliar, and you may not understand why you are there.

You may need to stay in hospital due to a planned procedure, such as surgery, or after an accident, such as a fall. It is important that all staff are aware that you have dementia. How people cope with dementia will be unique and individual to the person. We will ask your family/carers to give us as much information about you and your condition as they can, so that we can carefully tailor the care that you receive.

Your nurse should explain to other members of staff how your dementia can affect you and how you communicate. They should also tell staff whether you prefer to be called by your first name, title or by a nickname.

The Alzheimer's Society produces a booklet called 'This is me', which can be used to write this information down. When it is filled in, it gives us useful information about you, with details about your needs, interests, and what you prefer, like and dislike.

We are dedicated to providing an improved service for people with dementia. Environmental changes such as painting, signage and ward accommodation are being put in place to help you. There are also dedicated volunteers on site to support you.

Mercy University Hospital and key stakeholders in the community are working together to provide integrated care for people with dementia who may need hospital admission. This is being done with the support of the HSE and Genio Dementia Project

If you have memory problems and need further memory checks, you might be referred to a memory clinic after you have gone home from hospital.

If you would like further information please ask a staff member and they will direct you to the available resources on Dementia.



Infection Prevention and Control

Infection prevention and control is of the utmost importance at Mercy University Hospital. Patient care is at the centre of everything we do and we are committed to achieving the highest standards of hand hygiene and cleanliness.

We continue to work to combat hospital acquired infection through education and especially the promotion of hand hygiene, which is the single most important factor in reducing risk of infection to patients. Alcohol hand gel dispensers are found at the entrance to all the wards and at the end of patients' beds. This is for the use of all staff; patients and visitors. If you find a dispenser empty please let the ward staff know.

All of our wards and departments are regularly cleaned and the standards of cleanliness are constantly checked. If however you see any spillages or dirt please tell the ward staff so that this can be addressed.

Visitors

Reducing the risk of infection for patients is everybody's responsibility.

Here are a few tips visitors can follow to help keep our patients safe:

- Please do not visit if you are unwell with a cold, flu, if you have or are experiencing vomiting or diarrhea you must not visit the hospital for up to 48 hours after your last episode.
- Wash your hands with soap and water if they are visibly dirty.
- Clean your hands using the alcohol gel dispensers available as you enter the hospital and as you enter or leave any wards – and please let staff know if a dispenser is running out.
- If you see any spillages or dirt, please tell the ward staff.
- Please respect staff when restrictions are in place.



Infection Prevention and Control Continued

How to use the alcohol hand gel dispensers

To use the alcohol hand gel dispensers, press the plunger in front of the dispenser once. Massage the alcohol rub over visibly clean hands until dry. If your hands are visibly dirty, please wash them with soap and warm water.



What can I do?

There are a few general measures you can take yourself:

- Hand washing is important for you too – before you eat or drink, or after you have been to the toilet or used the commode.
- Don't sit on other patients' beds.
- Do keep the top of your bedside locker clear of clutter; so it can be cleaned easily.

If you have an intravenous drip:

- Please don't fiddle with it, and make sure that its plastic cap is closed at all times when it is not being used.
- Please tell someone immediately if your drip site is becoming red or sore, as these could be the first signs of an infection.



Screening for MRSA

All patients admitted to the Mercy University Hospital for at least 24 hours are checked if they are carrying MRSA bacteria so we can tailor their treatment accordingly. This is done by taking a swab of the inside of the nose. These results of this test are usually available within 48 hours. If you would like any further information the infection prevention and control team are available to talk to you about this test.

Information leaflets are available on the 2nd and 3rd floor Link Bridges. (Next to the Patient Seating Areas)

Screening for CPE

What is CPE?

CPE stands for Carbapenemase Producing Enterobacteriaceae. CPE is the newest in a long line of what people sometimes call “superbugs”. When we talk about “superbugs” we mean bacteria that are hard to kill with antibiotics. Of all the superbugs we have had so far CPE is the hardest to kill with antibiotics. Many cases of CPE have been reported throughout the world and Ireland has seen an increase in the number of cases year on year with many healthcare facilities reporting outbreaks.

The Minister for Health declared the issue a Public Health Emergency on 24th October 2017 and activated the National Public Health Emergency Plan.

Can CPE be harmful?

For most patients CPE lives harmlessly in the bowel and does not cause infection (this is called ‘colonisation’). Sometimes however, CPE can cause infection in patients, for example when they need intensive care or while receiving chemotherapy. CPE can cause infections such as kidney infections, wound infections or in severe cases, blood infection. Doctors need to know as soon as possible if a patient is carrying CPE so that the most effective antibiotics can be chosen to treat the infection.

What are the special precautions for patients with CPE?

The precautions are designed to prevent CPE spreading between patients on the ward.

- A patient found to have CPE is placed in an isolation room with their own toilet or commode.
- Staff or visitors must wear gloves and aprons before entering the isolation room
- Staff and visitors must wear gloves before coming into contact with the patient to protect their hands and clothes from CPE.
- Patients, staff and visitors must pay special attention to hand hygiene.
- All staff must clean their hands before and after any contact with every patient, regardless of whether the patient has CPE or not.

How do you know if a patient is carrying CPE?

A swab from a patient’s back passage is the quickest and easiest way to check for CPE, as it is usually detected in the bowel. With your permission a nurse will take the swab and send it to the laboratory to be checked for CPE.

Screening for CPE Continued

Why do we need to know if a patient is carrying CPE?

If it is known beforehand that the patient is carrying CPE then the most effective antibiotics can be chosen early to treat any signs of an infection. It also enables staff to put special precautions in place immediately to stop the CPE spreading to other patients who are at risk of developing infection if they came into contact with CPE.

How long does it take for CPE results to come back from the laboratory?

The laboratory will usually be able to rule out CPE within three days.

What if I am discharged home before the results come back?

You can go home as soon as your doctor says you are ready. You will not have to stay in hospital to wait for your result. There is no need to take special precautions at home. People in the community are usually fit and healthy, so they are less likely than hospital patients to pick up CPE. It is always very important to wash your hands carefully after using the toilet and before preparing meals or eating.

Further information is available at <http://www.hse.ie/eng/about/who/healthwellbeing/our-priority-programmes/hcai/resources/cpe/>

Hospital Charges

Public Patients

Public Patients are liable for a statutory inpatient charge per part of a day/night. This is payable to a maximum of 10 nights within 12 consecutive months. You are exempt from this charge if you produce a medical card, are a member of the Defence Forces or have a condition outlined by the Department of Health for exemption. Please note public patients who do not holding a medical card are required to pay €80 immediately following admission. Please bring the means to do so. The Income and Collections Office is located beside the Admissions Office and is open from 7.30 a.m. – 4.30 p.m. We accept cheques, cash and all card payments.

Private Patients

Private patients are liable for a private charge. You are also liable to pay any consultants fees (for example, Anaesthetists, Radiologists and Pathologists).

Patients are recommended to check with their Insurance Company prior to admission to ensure that they are adequately covered for treatment. It is important to note that patients are primarily responsible for the payment of these hospital charges, even in the event of the failure of their Insurance Company (for example VHI, Laya, Hibernian Aviva, GLOHealth, etc) to pay in full or part.

Insurance Cover

If you have VHI, Laya, Aviva, GLOHealth, ESB or Garda Medical Aid Insurance, we have a direct payment scheme with these insurance companies and we will forward your accounts directly to them for payment, providing we have a signed claim form for your stay.

If you have any other health insurance, you must sign a private request form and the bills will be sent directly to you for submission to your insurance company.

ALL OUTSTANDING BILLS REMAIN THE RESPONSIBILITY OF THE PATIENT REGARDLESS OF INSURANCE COVER.

Public / Private Patients.

Details of Day Case Beds:

Day Case patients are liable for charge if they occupy a Day Case space providing an investigation and / or procedure has been carried out.

Please note PRSI does not cover payment of hospital accounts.

The accommodation prices are subject to change. Please contact the Hospital Accounts Department at ext. 5252 to ascertain the current prices.

General Information

Consultant “Rounds”

Consultants normally do their “Rounds” during the morning but this could happen at any time during the day. We appreciate your co operation regarding the privacy and confidentiality of patients during this time.

Safe Medications Rounds

The Department of Nursing want to ensure safety when nurses are administering medications i.e. at the time of the drug round.

Our aim is to reduce the number of interruptions nurses experience during the drug round; ensuring nurses can devote their full attention to administering medication – a task which requires a high level of concentration.

- The Medicine Rounds start at 8.15am, 12.00 noon, 5.00pm and 8.30pm.
- Nurses wear a RED APRON to alert staff and patients to the fact that they are administering medications.
- Unless it is essential, please Do Not Interrupt a nurse wearing a red apron like that shown in this photograph. Instead, please refer any issues/queries that you may have to another nurse who is not administering medication



Meal Times for Patients

Breakfast 8.15 a.m. **Lunch:** 12.35 p.m. **Tea** 5.00 p.m.

Meal Snack Times 10.45 a.m. 3.15 p.m. and 8.00 p.m.

The Mercy University Hospital is cognisant of the importance of nutrition and endeavour to keep mealtimes protected from interruptions. In keeping with the Food Hygiene Regulations we also request that patients should only receive food from the Hospital’s Catering Department.

Please make staff aware of any special food requirements, allergy or food intolerance you may have. If you have any issues regarding your meals please bring your concerns to the attention of the Clinical Nurse Manager in your ward immediately so that the issue can be dealt with.

There are two staff restaurants located on the Ground Floor past the lifts. Patient relatives can avail of this facility at all times but we would ask you to avoid the peak time of 12.45 p.m. to 2.00 p.m. which is when staff take their lunch break.

General Information

Public and Staff Canteens

Breakfast & Morning Break	8.00a.m. – 11.00 a.m.
Closed	11.00 a.m. – 12 noon
Lunch	12.15 p.m. – 2.20 p.m.
Afternoon Tea	2.20 p.m. – 7.00 p.m.
Tea Service	5.30 p.m. – 7.00 p.m.
Restaurants (self service)	9.45 a.m. -2.45 p.m. (Monday to Friday)

Out of hours Food and Beverage Vending is located around the hospital (outside restaurants in A&E and other locations)’.

Shop Opening Hours: 8.00a.m. – 9.00p.m.

The Hospital Shop is located opposite the main lift on the second floor. A Trolley Service also operates throughout the Hospital, between the hours of 9 a.m. and 11 a.m. This service provides newspapers, minerals, toiletries etc.

Flowers

In the interest of infection control flowers or plants are not permitted in the Hospital.

Car Parking

We are located in the City Centre where disc parking is available on the surrounding streets; parking is also available in the nearby multi-story car parks at Dunnes Stores Shopping Centre, North Main Street and St.Finbarre’s Car Park in the newly developed area near River Lee Hotel on the Western Road. We also have a number of Wheelchair accessible parking spaces directly in front of the hospital and at the back of the hospital just after the traffic lights on the left hand side.

Buses

Both the Nos. 5 and 8 stop to the rear of the Hospital (Sheares’ Street) and both connect with the City Centre.

Visiting

We welcome visitors to our Hospital and realise the importance of these visits to the well being of our patients. We advocate peace, quiet and tranquillity for our patients to recover and in that instance we keep visitors to a minimum of two per patient. Your co – operation is required should staff request you to leave a patients bedside.

Patients who have children less than 12 years are very welcome to visit their parents and we do request that children are supervised by an adult at all times while in the hospital.

General Information

Visiting Times:

2.00p.m. – 4.00p.m.

6.30p.m. – 8.30p.m.

Immediate family may visit seriously ill patients outside of normal visiting hours; this can be arranged with the Nurse Manager on the ward who will inform the Reception Staff.

Visiting pamphlet available throughout Hospital

I.C.U. Visiting Times

Visitors may be requested to leave the unit during procedures. Generally, no more than two persons should visit a patient at any one time in ICU due to space constraints.

It may be appropriate for children to visit a patient in ICU; however this must be discussed with the clinical nurse manager in the unit. This will then be communicated at the nursing handover. Babies under 1 year of age are not permitted.

No visiting during I.C.U. rest period 14.30 p.m. to 16.30 p.m.

Children's Ward

- General Ward visiting Policy applies to Children's Wards.
- We welcome the siblings of our patients. Children should be accompanied and supervised by an adult at all times.
- Parents/Guardians are welcome to visit from 8.30 a.m. -9.00 p.m. daily and parents or guardians are encouraged to stay over night with child.
- It is not advisable for children under 6 months to visit the ward.
- Visiting for Children nursed in Isolation is restricted to a minimum.
- A parent/guardian is encouraged to stay with child overnight.
- You may discuss any of the above with the Nurse Manager on duty who has the authority to alter these arrangements in some very specific cases.

General Information

No Smoking Policy

There is a **NO SMOKING POLICY** in this Hospital. Smoking is harmful to your health and may well delay your recovery. Relatives and friends are also not permitted to smoke within the Hospital or its surrounds.

There is a Working Group in place to develop a tobacco free campus in Mercy University Hospital. The hospital is committed to providing support to all patients to help them to stop smoking while in hospital. Advice and help is also available for those who are interested in stopping smoking long term. Please ask a member of the health care team for more information.

Please do not smoke outside the Hospital main entrance.

Internet Access is available for in patients please ask the Ward Manager for Wi-Fi code.

Telephone Enquiries

Our Staff are committed to the protection of patient's privacy, therefore, you will appreciate that the delivery of the patient's progress has to be carefully controlled.

Please remember while our staff are prepared to help with enquiries at all times, the primary role is the delivery of care to the patient. Unnecessary enquiries should be avoided. Necessary enquiries should be conducted by an appointed spokesperson for the family/patient where possible.

Fire Safety

The hospital has a fire alarm system and smoke detectors throughout the building. You need to check where the fire exits are on your ward. In the event of a fire follow the instructions that will be given to you by the nurse in charge and who will evacuate the ward if necessary and direct you to a safe place via the nearest emergency exit. If you suspect a fire you should raise the alarm and inform a member of staff immediately.

The fire alarm is tested every Tuesday morning at 9.15 a.m.

Public Toilets/Wheelchair Access Toilets

The visitors' toilet is on the ground floor and reached through the double doors of the Polar Unit (Old A/E).

General Information

Television

A television set is available in all wards/rooms. Patients and visitors are requested not to change television settings. Please do not bring televisions into the Hospital.

DO NOT REMOVE REMOTE CONTROLS FROM ROOMS

Health and Social Care Professionals(HSCP)

There is full access to Health and Social Care Professions should your medical team feel that it is required. Access is by referral and services include Physiotherapy, Occupational Therapy, Social Work, Dietetics and Speech and Language Therapy. There is also a full accredited Laboratory service on site and Radiology services to assist with diagnostic tests that may be required.

Chaplaincy and Pastoral Care

The pastoral care team is made up of qualified healthcare Chaplains, consisting of ordained, religious and lay staff. We are available to patients, families, loved ones and staff throughout the hospital.

As Chaplains we recognise that a stay in hospital can be a difficult and worrying time for both you and your loved ones. Coping with illness and possible life changes can be deeply challenging and may raise concerns, doubts and questions.

We also assist in 'sacred moments' with reflection, prayer and ritual if appropriate.

Mass is celebrated in the chapel on the following days:

Monday to Friday: 12.00 noon

Sunday Morning: 11.00 a.m.

Special Needs

Our staff are conscious of, and highly committed to addressing the special needs of our patients. It may be that you have a mobility, communication, visual, hearing or language difficulty. If you have a special need, please make it known to the Ward Nurse Manager on your admission or at any point throughout your stay. Josephine Griffin is the Access Officer in the Hospital who can be contacted daily in the hospital or prior to your admission on 4935622.

Accessing your Medical Records

You have a right to access your own records. In order to protect your rights any such request will be processed under the Freedom of Information Act. This will be arranged for you by contacting the Freedom of Information Officer in the hospital.

For further information please contact Freedom of Information Office on 021 4935538

General Information

Comments, Suggestions and Concerns

We welcome affirmation when you are pleased with our service. However, we would also appreciate if you would make any dissatisfaction known immediately to the relevant Hospital staff so they can help with your concern. This helps us to improve our service to you as our patient. You may also contact the Patient Liaison Officer in the Hospital and we encourage you to fill out the Comment Cards which are located in the following areas:

- Accident/Emergency Department,
- Next to Public Telephones on Corridor to X Ray
- 2nd Floor outside main lift
- 3rd Floor outside main lift
- 4th Floor outside main lift
- Outpatients Ward
- X Ray Department
- POLAR UNIT
- Urgent Care Centre

If the matter is not dealt with to your satisfaction or should you wish to make a formal complaint, you may address this to the Complaints Officer, who will arrange to have the situation investigated through the appropriate channels.



Patient Focus Group

The Mercy University Hospital has a Patient Focus Group which meets regularly. The Group is comprised of consumer representatives (who advocate on behalf of patients and their families), and senior staff members in the hospital. The Service User Panel has been responsible for making a number of improvements within the hospital including producing the Patient Information Booklet and the Comment Cards.

If you are interested in joining the Group or want to find out more please contact: Josephine Griffin, Patient Liaison Officer on 021 4935622.

YOUR HOSPITAL JOURNEY TO HOME!

MAKE SURE **YOU** HAVE
THE RIGHT ANSWERS!



Planning your Transition from Hospital to Home

Supports Available

- Many people require no special services after they have been discharged home.
- If you require some extra assistance, hospital staff, your G.P. and primary community and continuing care (PCCC) staff will help you to plan ahead so that the appropriate arrangements can be made before you are discharged.
- This following information is to prompt you (the patient) and your carer, family and friends to consider a range of practical aspects about your return home from hospital.

Your Discharge Plan

- From the day you are admitted to hospital, a number of different staff involved in your care (the multidisciplinary team) will work with you, your relatives and carers to plan your discharge.
- Your length of stay will depend on your condition. The date of your discharge will be agreed and discussed with you by the consultant and the multidisciplinary team.
- Please advise your nurse, as early as possible in your stay, if you think you will have any problems with going home.
- On the day of your discharge please make arrangements to be collected no later than 12 midday. This is necessary to make way for other patients who are being admitted to hospital.

Questions you need to ask about your Medicines

- Before leaving hospital, if you have any questions regarding your medication or any changes to your prescription – a member of staff will be happy to assist you.

After you leave the Hospital

- The hospital staff will let your GP/Public Health Nurse (PHN) know when you are being discharged.
- When you leave the hospital, hospital staff will prepare a discharge communication (a summary of medical information about your treatment in hospital and ongoing services that have been arranged for you) this communication will be given to you and a copy will be sent to your GP.
- You may wish to make an appointment to see your GP following discharge.
- If you feel that you are not well and not managing at home, contact your GP and/or your Public Health Nurse.

How to find the Mercy University

If you are approaching from:

North (Mallow, Blarney, Ballyvolane etc.)

- Approach Cork City via the N20 through to Carroll's Quay at the approach to the North Channel of the River Lee
- Travel across the Christy Ring Bridge (opp. Cork Opera House) and turn right.
- Continue straight along Kyrils Quay and Bachelors Quay through to Mercy University Hospital

South (Douglas, Carrigaline Ballyphehane, etc.)

- Approaching the Sarsfields Road Roundabout from the South Link Road, take the 3rd or right side exit marked Wilton only and continue to Wilton Roundabout. At Wilton Roundabout take the 2nd exit and continue along Wilton Road to Dennehy's Cross and Victoria Cross onto the Western Road.
- Follow the road left, leading onto Mardyke Parade (former Erinville Hospital to your left) and at the third set of Traffic Lights turn left for Mercy University Hospital.

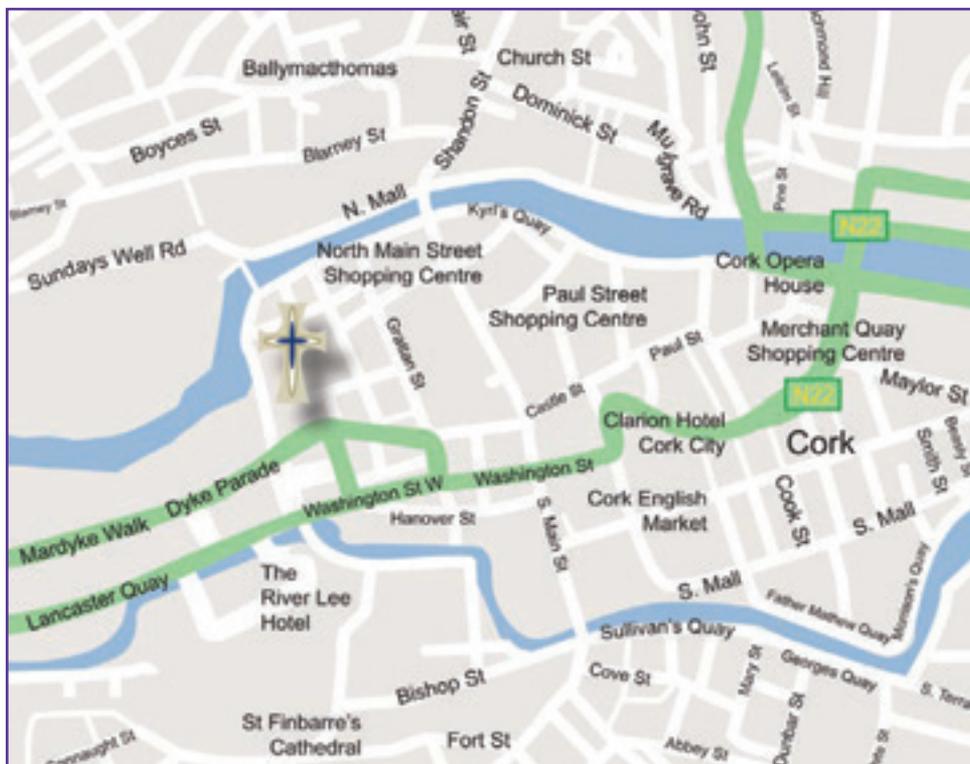
East (Cobh, Midleton, Fermoy, etc)

- Approaching via the Jack Lynch Tunnel and South Link road, follow directions as for South above. Approaching Cork City via the N8, travel along the Lower Glanmire Road.
- Continue along Horgans Quay and Penrose Wharf until you reach Camden Quay.
- At Camden Quay take a left across Christy Ring Bridge (4th Bridge opposite Cork Opera House) and turn right.
- Continue straight along Kyrils Quay and Bachelors Quay through to Mercy University Hospital.

West (Ballincollig, Macroom, West Cork etc.)

- Approaching the Sarsfields Roundabout via the N22 take the 1st exit for Wilton.
- At the Wilton Roundabout take the 2nd exit and continue along Wilton Road, Dennehy's Cross and Victoria Cross onto the Western Road.
- Follow the road left leading onto the Mardyke Parade and at the third set of traffic lights turn left for the Mercy Hospital.

How to find the Mercy University



Directions to the Urgent Care Centre and St Francis Unit

The Mercy Urgent Care Centre is at St. Mary's Health Campus, Gurrabraher, Cork city on the grounds of the former St. Mary's Orthopaedic Hospital.

There is plenty of parking available outside the centre. Bus Route 202 (Mahon to Knocknaheeny), stops outside the entrance to St. Mary's Health Campus. The North Orbital Bus 201 stops at Cork University Hospital and on Harbour View Road, which is only minutes walk from the Mercy Urgent Care Centre.

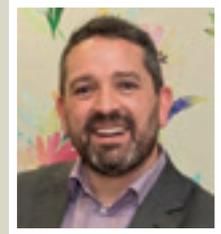
Parking in the vicinity of the Mercy Hospital

The Mercy University Hospital opened its new Outpatients Department (OPD) on Lynch Street on January 15th. The commissioning of this new Department has been planned by the Hospital for a number of months and it is anticipated that the new Department will see in excess of 30,000 patients in 2018. The modern, new premises are adjacent to the main hospital and bounded by Sheares Street, Lynch Street, Little Hanover Street and Woods Street.

To support on-going developments at MUH and the running of the Hospital, we have worked in collaboration with Cork City Council to ensure roads, footpaths, street lighting and parking facilities for Campus have all been upgraded. These new facilities include both new set-down and assisted parking spaces, adjacent new pedestrian crossings to assist patient access and egress to and from the new unit, new improved public street lighting, upgraded, wider footpaths and additional bike parking facilities. Also, the public bike scheme (**ie – the “coca cola bikes”**) are available adjacent to the Hospitals main entrance.

Parking for the Hospital is available on-street or in the 2 adjacent public car-parks situated at Crawford Quay (St Finbarr’s public car-park) and North Main Street car park (serving the North Main St Shopping Centre). These public car-parks have a combined capacity of 680 spaces and both are within a short stroll of the Hospital Campus. To help patients and visitors plan their journey to the Hospital in an easier manner, real time parking information is available for these two car parks as well as the number of available public bikes at the following link: <http://www.corkdashboard.ie/pages/corkTravel>.

To get directions to the Hospital, the following link to our website should assist: <http://www.mu.h.ie/index.php/for-patients/get-directions>



Welcome to the Foundation's section of the Patient Information Booklet

The Mercy Hospital Foundation is the official fundraising body for the Mercy University Hospital and our mission is to **inspire people to support advancements in the diagnosis, treatment and care of patients**. We do this by providing funding for equipment, facilities and developments in patient care.

We are one of the few charities in our region that is almost guaranteed to touch your life or the life of someone you love. Whether it is for you, a family member, a neighbour, or close friend, the medical equipment purchased, the advancements in treatments and the facilities that have been developed with the support of our donors and fundraisers in the community will enable staff to provide the highest quality of health care in The Mercy for years to come.

In my role I have had many opportunities to speak to patients, staff and families about the important role that they feel the Foundation plays in the provision of health care services in the Munster area.

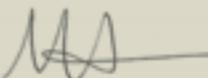
As I look back, many donations came with remarkable stories of gratitude for compassionate care, to honour a loved one, or simply to support the hospital that has always been here for people in their time of need.

We continue to fundraise towards the new Mercy Cancer CARE Centre which will provide those diagnosed with cancer and undergoing treatment at the Hospital with a much-needed space and place where they and their families can seek support, guidance and advice.

Focussing on our Flagship Projects for 2017-2020, we are on target to achieve our aim of making €3 million available through our Cancer Appeal, ICU Appeal, Kids + Teens Appeal and our Heart & Stroke Appeal by the end of 2020. You can read more about our Flagship Projects on page 40 and 41.

We all have a right to be proud of our Hospital and we all want the best quality of health care that we can achieve and with everyone's help we can do so much more.

To find out more about our work and our various fundraising initiatives and events please visit www.mercyfundraising.ie or phone (021) 4274076



.....
Micheál Sheridan
CEO



Diagnosis • Research • Treatment • Care

Why not me?



Sisters, Aileen (left) and Moya Muldowney travelled to Australasia together shortly before Aileen was diagnosed with terminal cancer.

Moya Muldowney and her family have been fundraising for The Mercy Cancer Appeal since 2012 (through the Muldowney Christmas Lights Display in Cobh). In 2009, her sister, Aileen, was diagnosed, out of the blue, with terminal cancer. Just one short year later, Aileen passed away at the age of 30.

"Why not me?"

These were the incredible words of my sister Aileen, when she was diagnosed with terminal cancer. Choking back the tears, I had asked, "Why you? Why did this have to happen to you?" And that was her simple reply. "Why not me?" But then that was Aileen. She loved life. She literally had one of those smiles that lit up a room. She was just 30 when she died. That year, as she received treatment at The Mercy, the doctors and nurses didn't just help her physically. They helped her – and our whole family - emotionally too. But it wasn't easy.

You may already know how important The Mercy Hospital Foundation is to our community. Now, the Foundation is building a specialised Cancer CARE Centre right next to the Hospital that will guide, support and help patients and their family and friends through the cancer experience. I'd like to tell you why the Cancer CARE Centre is so important for everyone.

As a family, we spent so much time together with Aileen in the Hospital. But sometimes it was very challenging. We ended up loitering in the halls, or standing at the coffee machine. It was especially hard when we were emotional or upset, which was often.

I remember one time in particular. We had just been told the chemo wasn't working. I started to cry, but Aileen preferred positivity so we tried not to get too upset in front of her. I got up and left the room to let it all out in private. But I had nowhere to go. So I ended up crouched in the corridor with my back against the wall, with everyone walking past me and I just cried until I was able to calm down.

Every day in The Mercy, someone needs a place to go to cry, or calm down, or talk to someone, or gather their wits or learn more about what is happening. This is what the Mercy Cancer CARE Centre will be – a space and a place for cancer patients and their families.

The Cancer CARE Centre will be a dedicated, specialised place for people who are dealing with cancer. But it will be more than just a quiet place to go to come to terms with bad news.

- It will offer bereavement counselling, play therapy for young children, counselling for older children, parents, family members and patients.
- It will provide therapeutic support and psychological services for patients dealing with a cancer diagnosis.
- It will have quiet rooms, counselling rooms and places for group support.

The Centre will enable the staff at The Mercy to not only treat people physically, but emotionally too.

I know when our family faced Aileen's diagnosis, it was like having to learn a new language...the stages, the implications, the pain, the treatments, the side effects, the future. We needed someone to help us understand it all so we could support her through it. And that is what the Cancer CARE Centre will offer.

I have written many poems since Aileen died to help me with the grief, and to remember the amazing person she was. I hope you enjoy the one I share with you here.

TO CHANGE A LIFE

by Moya Muldowney

*To support a life in faith alone;
building a bridge on ones' own.
She wove a brighter destiny
between the stars, herself and me.
Her fingers cold, held my hand,
whilst we struggled to understand.
A smile unfailing on her face
held us firm in her heart's embrace.
She fought a battle; she did fall.
We supported her through it all.
In one weak moment, we did ask,
"why was she given this task".
Her eyes shone pure with honesty,
her voice replied, "why not me?"
In that moment, humbled by she,
my life changed; she changed me.*



Please donate by going to www.mercyfundraising.ie or phoning 021 4274076.

You can also send a cheque/postal order to

Mercy Hospital Foundation, 26 Henry Street, Cork, T12 VY09.

Find out more about the Mercy Cancer CARE Centre at

www.mercyfundraising.ie.



www.mercyfundraising.ie



KEY FLAGSHIP PROJECTS 2017-2020

Helping us to Change Lives

In 2017, we allocated over €1 million to current and future projects here at The Foundation. Thanks to our wonderful donors and supporters we are well on our way to reaching our goal of €3 million by 2020.

We have so much yet to do and we cannot do it without your help. **100% of the funds that we grant to deserving projects are fundraised by you and donated by you, without you none of this is possible.** Here are some examples of the difference you can make through your support.

CANCER APPEAL

Endoscopic Ultrasound - The Mercy is currently the only hospital outside Dublin offering this service. It is vital in diagnosing and staging some of the most common cancers in Ireland including oesophageal, stomach, pancreatic and lung cancers. We still need to raise €200,000 over the next two years to keep this service in Cork.

3D Cancer Surgery – 3D Minimally Invasive Surgery (MIS) is a modern day approach to surgery which allows surgeons to perform complex surgeries with greater speed, accuracy and precision. We have made a commitment of €150,000 over the next number of years to fund this new system. In 2017 we granted the first €33,000 so we still need to raise a further €120,000 to complete this project.

Cancer Research – We have committed €120,000 over the next three years to support Clinical Research being carried out by Professor Micheál O’Riordáin in the area of Colorectal/Bowel Cancer. Over the next three years we hope to grant €40,000 per annum to fund research nurses seeking to advance treatments for Bowel Cancer.

Cancer CARE Centre – Expected to cost in the region of €1.9 million we are very close to starting work on what will be the Foundation’s biggest project to date. We are delighted to have raised €1.25 million so far and now need to raise at least €700,000 to ensure that funding is in place to build this new space for cancer patients and their families.

Psycho-Oncology Service – Thanks to our wonderful donors MUH is now one of 4 hospitals in Ireland offering this service. Our new Psycho-Oncology service is fully funded through donations and provides psychological support to patients with cancer experiencing emotions like anxiety, depression, distress, anger. In 2018 we need to raise €24,000 to expand this service to be able to help more people and in 2019 with increasing rates of cancer in our community we will need to raise a further €40,000.



ICU APPEAL

The Intensive Care Unit at the Mercy University Hospital cares for our most critically ill patients during what can be an extremely worrying and stressful time.

This year we have a need to fund two Motorised Comfort Chairs costing €5,000 each. According to ICU Nurse Manager Elaine Hanna “Having intensive care patients sit out of bed improves their respiration and mental wellbeing and reduces many of the complications of immobilization, it promotes patients’ comfort and can reduce the risk of pressure ulcers”

Portable ventilators are an essential piece of equipment in ICU. Having access to a portable ventilator enables the ICU team to safely bring critically ill patients for scans or to one of our operating theatres for surgery. We now need to raise the €5,000 required to purchase this essential equipment.

We remain committed to supporting specialist training for our nurses and carers and aim to raise €10,000 every year to support them as they become champions of care.



KIDS + TEENS APPEAL

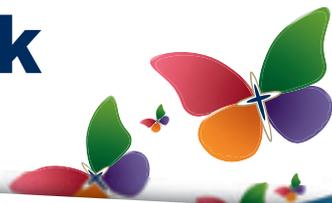
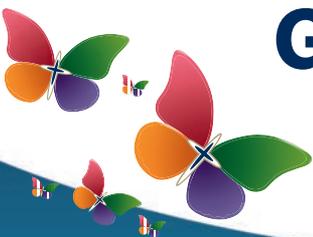
Our Kids & Teens Appeal covers a broad range of areas. It is not just about funding medical equipment but about ensuring that our youngest patients and their families are comfortable and relaxed during their time at the hospital. Here’s how you can support them.

POONS – this is the Mobile Nursing Service for children receiving cancer treatment in Cork. It allows for children to receive treatment in the comfort of their own homes which can be a huge relief for both children and parents, particularly those living far from the Mercy. It costs an average of €30,000 to ensure that this vital service can continue to care for these children where they are happiest.

A Child Friendly Ward – This year we are focussed on finding ways to make the Children’s Ward and Leukaemia Unit as Child Friendly as possible. We need to raise in excess of €10,000 to decorate patients’ rooms, corridors, treatment rooms and the play room with colourful and engaging wall art and murals to create in an effort to reduce their fears and anxieties.



Giving Back



Going to great lengths for The Mercy

"In May 2014, our lives changed when my husband, Pat, was diagnosed by Mr. Tom Murphy with oesophageal cancer. Pat underwent chemotherapy and radiotherapy and, in September, had an oesophagectomy (essentially had his oesophagus removed). As a thank you to Mr. Murphy, his team, and the wonderful staff at The Mercy, I'm running 12 marathons in 8 months to raise funds for oesophageal cancer research at the Hospital."

Brenda Doody



Brenda getting great support from Mr. Tom Murphy

Tee-ing off for The Mercy

The success of the annual Mercy Golf Classic is thanks to our wonderful volunteer organisers, Brian Dunphy and Jack French who give so generously of their time.

"I enjoy raising funds for The Mercy as it's a great local institution and one where I can see first hand the impact of funds raised."

Brian Dunphy

"I always wanted to give my time to a local charity that is focused on a particular goal and the Mercy Hospital Foundation does just that. I support The Mercy as it's a local charity and one that is very close to my heart."

Jack French



Volunteer organisers Brian Dunphy and Jack French

Stepping out and raising funds

John O'Sullivan from Bantry was treated in St. Therese's Oncology Ward in the Mercy Hospital and to show his appreciation for the care and treatment he received there, he decided to organise a fundraiser for the Mercy Cancer Appeal. John got his local community involved and organised two Dances in aid of The Mercy.



John O'Sullivan and his wife, Elizabeth, presenting the cheque from one of his fundraisers to Deirdre Finn, Mercy Hospital Foundation

Q-PARK ST. FINBARR'S AND MERCY HOSPITAL FOUNDATION PARTNERSHIP

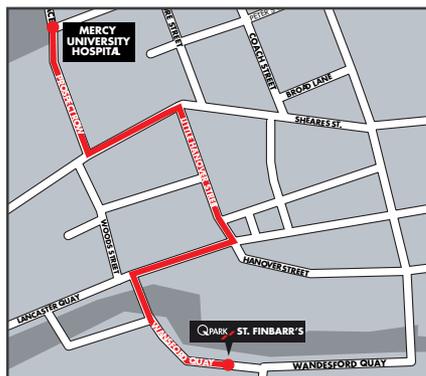


FOR ONLY €7
IN Q-PARK ST. FINBARR'S

Visitors to the Mercy Hospital can park for up to 24 hrs in Q-Park St. Finbarr's for only €7 with parking tickets validated in the Hospital Shop (located upstairs).



Did you know?
€1 from every parking ticket will be donated to The Mercy Hospital Foundation.



For further information please contact the Q-Park car park
T. 021 4975265 or visit W. www.mercyfundraising.ie



“

I'm so grateful for the care
I received at The Mercy
Hospital that I want to
give something back

**I'm leaving
a donation
in my will**

”



Please contact **Julie Harris** if you would like to make plans for a legacy gift to The Mercy University Hospital.

Tel **021 4274076** or Email **julie@mercyfundraising.ie**

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