



ST JAMES'S HOSPITAL

**AN INFORMATION GUIDE TO HOW SERVICES ARE ADMINISTERED IN
ST JAMES'S HOSPITAL**

**A MANUAL PREPARED IN ACCORDANCE WITH SECTION 16 OF THE FREEDOM OF
INFORMATION ACT 1997**

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1. INTRODUCTION

The Freedom of Information Act 1997 is intended to provide a facility through which the public may request access to information held by the hospital that would not normally be made available, in an established routine manner.

Under the Act an individual is entitled to **apply to**:

- Access records held by St James's Hospital.
- Correct personal information relating to him/herself held by St James's Hospital where it is inaccurate, incomplete or misleading.
- Access reasons for decisions made by St James's Hospital directly affecting him/herself.

The Act asserts the right of members of the public to obtain access to official information to the greatest extent possible consistent with public interest and the right to privacy of individuals and thereby allowing a citizen to make an informed judgement as to whether their entitlements have been accorded them in full.

The following records come within the scope of the Act:

- All personal records/information, regardless of when the records were created.
- All non-personal records/information created and held by St James's Hospital since 21st April 1998.
- Certain personnel records (as defined) of St James's Hospital staff since the 21st April 1995.
- Any record created before 21st April 1998 if the record is needed for understanding a record created on or after 21st April 1998.

Under Section 16 of the Freedom of Information Act, 1997, St. James's Hospital is required to produce a reference book setting out any rules, guidelines or practices it uses in reaching decisions that affect the public.

This manual may be inspected, free of charge, at St James's Hospital. It can also be obtained on the **web site** at <http://www.stjames.ie/> The manual details the following information;

- A List of the Legislation governing the provision of services in St. James's Hospital.
- Information regarding eligibility to services.
- Information regarding Hospital Charges
- A List of the policies, circulars, procedures, guidelines, protocols and precedents governing the administration of hospital services.
- Appeals/complaints procedures.
- Contacts for further information.

Under Section 15 of the Freedom of Information Act, 1997, St. James's Hospital is also required to produce a manual to assist the public in exercising their rights under the Act.

The Manual entitled “An Information Guide to St. James's Hospital” can be obtained on the **web site** at <http://www.stjames.ie/> it includes the following:

- The Establishment, Function And Mission of the Hospital.
- The organisation and planning and control structures of the Hospital.
- The clinical services provided by the Hospital.
- The process for accessing these services by patients.
- The classes of records held by the Hospital.
- The methods by which information may be requested, the public rights of appeal and relevant contacts where further information can be obtained.

2. LEGISLATION GOVERNING THE HOSPITAL

2.1. KEY LEGISLATIVE POLICIES, PROCEDURES PROVISIONS

Services provided within St. James's Hospital are governed by legislation, including Statutory Instruments, Laws and Acts. This section lists some of the most important ones in the following categories:

- General Legislation
- Health Sector Legislation
- Financial Legislation
- Personnel Legislation
- Commercial and Planning Legislation

2.1.1. GENERAL LEGISLATION

- Data Protection (Access Modification - Health) Regulations 1989
- Data Protection Act, 1988
- E.U. Regulations - where applicable
- Environmental Protection Agency Act, 1992
- European Communities (Hygiene of foodstuffs) Regulations, 1998
- Food Hygiene (Amendment) Regulations, 1989
- Food Hygiene Regulations 1950
- Food Standards Act 1974
- Freedom of Information Act, 1997
- Health & Safety at Work Act Construction Regulations 1995
- Intoxicating Liqueur (General) Act 1929
- Non-Fatal Offences against the Person Act 1997
- Power of Attorney Act 1996

- Safety Health and Welfare (General Application) Regulations 1993
- Safety, Health & Welfare at Work Act, 1989
- Safety, Health & Welfare at Work Regulations 1994 & 1995
- Safety in Industry Act 1980
- Waste Management Act 1996

2.1.2. HEALTH SECTOR LEGISLATION

- Age of Consent 1996
- Child Care Act, 1991 and Regulations 1995
- Children's Act 1989
- Clinical Trials and Drugs Act 1978
- Control and Supply of Drugs Regulations 1993
- Coroners Act
- Deaths and Births Regulations Act 1880
- Health (Corporate Bodies) Act 1960
- St. James's Hospital (Establishment) Order 1971
- St. James's Hospital (Establishment) Order 1971 (Amendment) Order 1984
- St. James's Hospital (Establishment) Order 1971 (Amendment) Order 1989
- St. James's Hospital (Establishment) Order 1971 (Amendment) Order 1998
- Health Act 1970
- Health (Amendment) Act 1996
- Health (Amendment) Act 1991
- Health (Charges for In-Patient Services) Regulations 1976
- Health (Charges for In-Patient Services) Regulations 1987
- Health (In-patient Charges)(Amendment) Regulations 1994

- Health (In-patient Charges)(Amendment) Regulations 1997
- Health (In-patient/Out-patient) Regulations 1990
- Health Services (In-Patient) Regulations 1991
- Health Services (Out-patients) Regulations 1991
- Health (Out-patient Charges) Regulations 1994
- Health (Out-patient Charges) Regulations 1997
- Health (Road Traffic Accident) (Amendment) Act 1986
- Health Promotion and Protection Regulation
- Infectious Diseases Act Regulations 1981-1988
- Irish Medicines Board Act 1998
- Medical Devices Directives 1994
- Medical Practitioners Act 1978
- Medical Products(Prescription and Control of Supply) Regulations 1996
- Mental Treatment Act, 1945 and 1961
- Mental Health Legislation &Associated Orders/Regulations 1945-1961
- Misuse of Drugs (Scheduled Substances) Regulations 1993
- Misuse of Drugs Act 1977
- Misuse of Drugs Act 1984 (amendment) - 1993
- Misuse of Drugs Regulations 1988
- Poisons Act 1961 and Regulations 1991
- Pharmacy Act 1875 (amendment)1962
- Radiological Protection Act, 1991
- Roads Act, 1993
- Status of Children Act 1987

2.1.3. FINANCIAL LEGISLATION

- Comptroller & Auditor General Act, 1993
- Financial Regulations
- Prompt Payment of Accounts Act, 1997
- Voluntary Health Insurance (Amendment) Act, 1996

2.1.4. PERSONNEL LEGISLATION

- Adoptive Leave Act, 1995
- Anti-Discrimination (Pay) Act, 1994
- Compassionate Leave Policy
- Conditions of Employment Act, 1936/44
- Employment Act 1973
- Employment Equality Act, 1977
- Employment Equality Act, 1998
- Health (Removal of Officers & Servants) Regulations, 1971
- Holidays (Employees) Act, 1973 & 1991
- Industrial Relations Act, 1946, 1969 & 1990
- Jury Service Act 1976
- Maternity Act, 1981
- Maternity Protection Act, 1994 (Time off for Ante-Natal & Post-Natal Care)
- Minimum Notice & Terms of Employment Acts 1973-1991
- Nurses Act (Fitness to Practise) 1985
- Terms of Employment (information) Act 1994.
- Organisation of Working Time Act, 1997
- Parental Leave Act 1998
- Payment of Wages Act, 1991

- Pensions Act 1990
- Pregnant Employees Regulations, 1994
- Protection of Young Persons (Employment) Act 1977
- Protection of Employment Act 1977
- Redundancy Payments Acts 1967 - 1991
- Terms of Employment Information Act, 1994
- Unfair Dismissals Act 1977 and (Amendment) 1993, 1997
- Worker Protection (Regular Part-time (Employees) Act, 1991

2.1.5. COMMERCIAL AND PLANNING LEGISLATION

- Air Pollution Act
- Building Control Act 1990
- Conveyancing Act
- Derelict Sites Act
- Development Acts
- Electricity Supply Acts
- Environmental Protection Agency Act 1992
- EU regulations applicable to tender protocols, i.e. Design Team appointments, major contract within defined cost limits, equipment procurement.
- Fire Brigade Acts
- Fire Services Act
- Gas Acts
- Land Acts 1965
- Landlord & Tenants Act
- Land Government (Sanitary Services) Acts
- Local Government (Planning & Development) Acts. (“The Planning Acts”)

- National Monuments Acts
- Office Premises Act
- Public Health Acts
- Registration of Title Acts
- Safety in Industry Act
- Water Pollution Act

2.2. HOW TO OBTAIN COPIES OF LEGISLATION

To obtain copies of legislation, contact the Government Publications Office at:

Government Publications Office,
Sun Alliance House,
Molesworth Street,
Dublin 2.
Telephone 01-661 3111

Publications may also be obtained by mail order from:

Government Publications,
Postal Trade Section,
4-5 Harcourt Road,
Dublin 2.
Telephone 01-6613111 ext: 4040/4045
Fax: 01 - 4752760

3. ELIGIBILITY CRITERIA FOR ACCESSING HOSPITAL SERVICES BY PATIENTS

Full details of eligibility criteria are contained within the following legislation.

- Health Act 1970
- Health (Amendment) Act 1986
- Health (Amendment) Act 1991
Section 47A - Guidelines to assist on “Ordinary Residence” conditions for eligibility for Health Services.

To obtain copies of legislation, contact the Government Publications Office at:

Government Publications Office,
Sun Alliance House,
Molesworth Street,
Dublin 2.
Telephone 01-661 3111

Publications may also be obtained by mail order from:

Government Publications,
Postal Trade Section,
4-5 Harcourt Road,
Dublin 2.
Telephone 01-6613111 ext: 4040/4045
Fax: 01 - 4752760

4. HOSPITAL CHARGES

The Department of Health have issued a guide for Health Boards, Hospital Staff and the Public which provides information on Out-Patient and In-Patient charges.

“Guide to queries on Out-Patient and In-Patient Charges”
(Planning and Evaluation Unit, Department of Health and Children)

This guide can be obtained from:

Government Publications Office,
Sun Alliance House,
Molesworth Street,
Dublin 2.
Telephone 01-661 3111

Publications may also be obtained by mail order from:

Government Publications,
Postal Trade Section,
4-5 Harcourt Road,
Dublin 2.
Telephone 01-6613111 ext: 4040/4045
Fax: 01-4752760

For full information regarding hospital charges for given circumstances at St. James's contact:

The Financial Controller
Finance Department
St. James's Hospital
Dublin 8

Telephone 01-4162576
Fax 01-4103447
E-mail finance@stjames.ie

5. POLICIES, CIRCULARS, PROCEDURES, GUIDELINES, PROTOCOLS AND PRECEDENTS GOVERNING THE ADMINISTRATION OF HOSPITAL SERVICES

This section lists the policies, circulars, procedures, guidelines protocols and precedents used by the hospital in making decisions which may affect an individual. These lists may be divided into two categories:

- Corporate
- Directorate, Department, Service, Profession-Specific

5.1. CORPORATE

The section deals with policies, circulars, procedures, guidelines protocols and precedents which apply to all areas of the hospital. These lists can be sub-divided into the following categories:

- Access to clinical services (See 5.1.1.)
- Transport/Transfer (See 5.1.2)
- Patient care (See 5.1.3)
- Health and Safety (See 5.1.4)
- Records (See 5.1.5)
- Infection Control (See 5.1.6)
- Risk Management (See 5.1.7)
- Personnel (See 5.1.8)
- Materials Management (See 5.1.9)

5.1.1. ACCESS TO CLINICAL SERVICES

- Admissions - Policy
- Admissions/Discharge/waiting list - Policy
- Out-Patient Cancellation - Policy
- Out-Patient New Appointment/Waiting list - Policy
- Out-Patient Non-Attendance - Policy
- Out-Patient Return Appointment - Policy

5.1.2. TRANSPORT /TRANSFER

- Transfer of Patients from Accident and Emergency Department to ICU, CCU, HDU and Burns Unit - Protocol
- Transfer of Patients from Wards to ICU, CCU, HDU and Burns Unit - Protocol
- Transfer of Patients within St. James's Hospital - Protocol

5.1.3. PATIENT CARE

- Chaperoning of Patients, - Protocol - (NA March 1999)
- Charter of Rights for Hospital Patients - Department of Health Publication
- Consent to Treatment - Protocol - (NA March 1999)
- Health Strategy “Shaping a Healthier Future” - Department of Health Publication
- Pain, Management of - Protocol
- Patient Identification - Policy (NA October 1998)
- Patient Visiting - Policy (March 1999)
- Patient’s Property - Policy - (NA May 1999)
- Patient’s valuables and monies - Policy (GSS)
- Patients Death in Hospital, Management of a, Protocol
- No-Smoking Policy

5.1.4. HEALTH AND SAFETY

- Moving and Handling - Policy-(NA August 1999)
- Management of threatening/violent behaviour in emergency department - Policy
- Needle-stick Injury - Protocol - (March 1999)
- Waste Management - Policy - (January 1988)

5.1.5. RECORDS

- Confidentiality Re: Personal Information and Records - Policy

- Dividing a Large Chart - Policy and Procedure
- Medical Record Retention - Policy
- Medical Record Storage - Policy
- Medical Records Maintenance - Policy/Guidelines
- Nursing Documentation - Policy (NA April 1999)
- Nursing, Authorised Abbreviations - Policy (May 1999)
- Record Management following Death of Patient in St. James's Hospital, - Procedure
- Temporary Chart - Policy

5.1.6. INFECTION CONTROL

- Staff Information
 - Cadaver Bag Use - Guidelines - (June 1999)
 - Handwashing - Guidelines - (October 1997)
 - Lifting, Infection Control - Policy
 - Needle-Stick Injury, - Protocol (NA March 1999)
 - Foul and Infectious Linen Management - Guidelines - (October 1997)
 - Protective Clothing Use - Guidelines - (October 1997)
 - Sharps - Guidelines - (October 1997)
 - Infectious Waste - Guidelines - (June 1999)
 - Laboratory Specimens Collection and Transportation - Guidelines - (June 1999)
 - Occupational Health - (October 1997)
 - Spillage's Decontamination Guidelines - (June 1999)
 - Universal Precautions, - Guidelines (June 1999)
- Invasive Devices And Aseptic Procedures

- Central Venous Lines, Arterial Lines and Pulmonary Artery Catheters Insertion and Management of - (October 1997)
- Invasive Devices, Management of, - Procedure - (October 1997)
- Invasive Equipment, General Care of - Guidelines - (October 1997)
- Peripheral Intravenous Lines Insertion and Management of - (October 1997)
- Blood Culture - Policy - (October 1997)
- Wound Care - Guidelines - (October 1997)
- Management Policy on Fixators - (October 1997)
- Enteral Feeding Management - Policy - (October 1997)
- Suctioning Procedure and Care of Equipment - Policy - (October 1997)
- Urinary Catheter Management - Policy - (October 1997)
- Right Atrial Catheters (RAC) Insertion and Management of - (October 1997)
- Subcutaneous Lines Management of - (October 1997)
- Isolation Guidelines
 - Isolation (including Universal and Standard Precautions) - (October 1997)
 - Principles of Transmission Precautions - (October 1997)
 - Precautions on Protective Isolation - (October 1997)
 - Identification of Patients on Isolation - (October 1997)
 - Notification of Infectious Diseases - (October 1997)
- Specific Bacteria

- Human Infestations - (July 1999)
- Enteric Pathogens - (July 1999)
- Viral Infections - (July 1999)
- Specific Bacterial Organisms - (July 1999)
- Methicillin Resistant *Staphylococcus aureus* (MRSA) - (July 1999)
- Policies In Place Requiring Update
 - Mycobacteria Tuberculosis
 - Cleaning, disinfection and sterilisation
 - Tonometer Prisms
 - Chiropody

5.1.7. RISK MANAGEMENT

- Adverse Incident reporting - Policy (March 1999)
- Complaints - Policy
- Referral of Cases to the Coroner - Protocol (NA April 1999)
- Referral of Cases to the Coroner - Accident and Emergency Department - Protocol (NA April 1999)
- The Management of a Patient's Death in Hospital - Protocol (NA April 1999)
- Following the Death of a Patient - Protocol (NA April 1999)
- Completion of Adverse Incident/Near Miss Reports - Guidelines (NA March 1999)
- Reporting and Management of Allegations of Patient Abuse by a Member of Staff or Other Person - Protocol - (NA March 1999)
- Allegations of Patient abuse by a member of staff or other person, reporting and management of, Protocol
- Patient Complaints/comments, - Procedures

5.1.8. PERSONNEL

- **Employment Control-Policy**
- **Recruitment-Policy**
- **Industrial Policies/Procedures**
 - Grievance Procedure
 - Protocol for hearings/meetings at which a Manager requests Personnel Department representation
 - Staff Disciplinary Procedure
- **Conditions of Employment**
 - Flexi-time
 - Increments
 - Probation
 - Staff acting in a higher capacity
 - Substitute rate of pay - Non-Nursing Personnel
 - Time off for attendance at religious services - Non Nursing Personnel
 - Leave-
 - Adoptive
 - Annual
 - Career Breaks
 - Compassionate
 - Leave at nominal salary
 - Marriage
 - Maternity
 - Job Sharing
 - Jury Service
 - Parental leave

- Privilege Days
- Sick Non Consultant Hospital Doctors
- Sick Non Officers
- Sick Permanent Officer
- Sick Temporary Officer
- Special leave for non full-time union representatives

- **General**

- Anti bullying policy
- Canvassing for business
- Car permits
- Commercial Activities
- Equal opportunities policy
- Funding Further Education - Policy
- Harassment in the workplace Policy
- Identification cards
- Inter-Hospital transfers
- Parties, holding of-Guidelines
- Personal possessions
- Pharmacy facilities

- **Nursing**

- Induction of Staff, Nursing - Protocol (NA March 1999)
- Nursing Directorate, Sick Leave Regulations - Temporary Staff Members - Protocol
- Nursing Payment of Salary During Sick Leave - Temporary Staff Members - Regulations

- Nursing Payment of Salary During Sick Leave (Permanent Staff Members) NA
- Parental leave Sick Leave Regulations - Permanent Staff Members - Guidelines
- Staff Disciplinary Procedure
- Uniforms and Identity Badges for Nurses - Protocol - (NA March 1999)

5.1.8.1. List of Relevant Circulars Regarding Staff Services

- Adoptive Leave - Adoptive Leave Act 1995
- APSO: 06/09/95
- Career Break - Dept. of Health circular dated 2/1/91
- Clerical Staff: (permanent) - credit for work in certain organisations
- Clerical Staff: (permanent/temporary) - credit on appointment for previous service with the Health Board (**DOH 13/7/95 47/95**)
- Clerical Staff: (temporary F/T & P/T) - incremental credit for temporary service (**P49/93 & P50/93**)
- Clerical/Admin. & Analogous Grades: Pay Agreement (**P1 1480/96**) - upper incremental point for temporary staff
- Craftsmen Productivity Agreement
- Dual Qualified Nurse: Full-time (temporary) - **P6/95**
- Dual Qualified Nurse: Part-time (temporary) - **P55/95**
- Increments - For permanent staff - a years satisfactory service.
- Job-sharing - Dept. of Health circular - 9/1986
- Maternity Leave - Maternity Protection Act 1994
- Medical Indemnity Scheme - Department of Health Scheme

- Medical Laboratory Technician - credit for AIMLT
- Medical Laboratory Technician/Technologist: Pay Agreement (**P1 1474/97**) - upper incremental credit point for temporary staff
- Non-Nursing Productivity Agreement
- Nurses Pre-retirement Initiative - 7/1997
- Nurses: (Permanent RGN) - credit for experience as a PHN (**DOH 11/7/85**)
- Nurses: (Permanent RNMH) - credit for service in Stewarts Hospital (**PO 23/3/98**)
- Nurses: (Permanent) - credit for post registration courses (**DOH 22/11/91**)
- Nurses: (Permanent) - previous service in private hospitals
- Nurses: Full-time (temporary) - **P 1/93**
- Nurses: Part-time (temporary) - **P 51/93**
- Nurses: Pay Agreement (**P1 705/97 & P1 1044/97**) upper incremental credit point for temporary staff
- Para-meds: (temporary F/T & P/T) - **P49/93 & P50/93**
- Probation - Circular 10/71
- Radiographers (temporary) - service outside the Board (**S 100/12 10/10/84**)
- Radiographers: Pay Agreement (**P1 1361/97**) - upper incremental credit point for temporary staff
- Resignation - Terms of Employment Information Act 1994
- Retirement - Retirement Age
- Secondment - No criteria, agreement made with individual organisation - Dept. of Environment Circular S16/96, dated 20/12/96, relates to P.R.S.I. and Superannuation Contributions

- Special Leave with Nominal Pay - Dept of Health: S500/29, 16/03/92
- Special Leave without Pay - Dept. of Health letter S 146/72 - 10/11/80

5.1.8.2.List of Allowances/Benefits Applicable to Staff of the Hospital

- Acting in a Higher Capacity (F.579)
- Car Availability Allowance - Medical Consultant (F.896)
- Cash Handling Allowance (F.608)
- Deputy Supervising Porter Allowance
- Differential - L.A.P. (F.753)
- Diploma Allowance - NCHDs (F.384)
- Diploma Allowance - Radiographer (F.932/F.472)
- Driving Allowance - Non Officer (F.608)
- Dual Capacity Allowance (F.579)
- Eating-on-Site Allowance
- Fire Officer Allowance (F.608)
- Fixed Travel Allowance
- Higher Degree Allowance - NCHDs (F.384)
- Head Laundress Allowance
- Holiday Premiums
- Laundry Chargehand Allowance
- Living-Out Allowance - NCHDs (F.384)
- Medical Laboratory Technologist Allowance (F.420)
- Mileage Rates
- Occupational Therapy Allowance - R.P.N. (1 only)

- On-Call Maintenance Craftsmen (F.778)
- Overtime
- Pathology Technician Allowance
- Performance Incentive Allowance - Director of Nursing, Materials Manager
- RGN engaged on the following duties: theatre, geriatric units, longstay hospitals or units in county homes, cancer units or intensive care units (F.393)
- RGN holding certificate in midwifery, paediatrics or orthopaedics & engaged in such duties (F.393)
- Rollers Allowance (Painters)
- Saturday Premium - Non-Nursing Personnel (F.806)
- Saturday Premium - Officers (F.743)
- Shift Allowance
- Special Allowance - Attendants in Physio. & O.T.
- Special Allowance - Deputy C.E.O.
- Stand-by & On-call - Laboratory Technician (F.472)
- Stand-by & On-call - Physiotherapist (F.234)
- Stand-by & On-call - Radiographers (F.472)
- Stand-by & On-call - Theatre Nurses (F.472)
- Subsistence Allowances (F.539)
- Telephone Rental Allowance
- Theatre duties/Geriatric Unit/Long Stay Unit/County Homes/ICU - Staff Nurses & Ward Sisters (F.393)
- Tractor Driving Allowance - Non Officers (F.608)
- Travel Allowance - Non Nursing Personnel, Dublin (F.1022)
- Unqualified Occupational Therapy Allowance - RPN (F.364)

- Wood Working Machine Allowance (F.608)

5.1.9. MATERIALS MANAGEMENT

- Requisition Policies for
 - CResT Directorate areas
 - ORIAN Directorate areas
 - MedEl Directorate areas
 - Other Medical/Specialist Areas
 - Non Medical Areas
 - Approval for Certain Requisitions
- Central supplies department procedures for
 - Requisitioning
 - Requisitioning Goods and Services
 - Responsibility for Correct Documentation
 - Requests for Services
 - Incorrect Documentation
 - Processing Non-stock or Special Items
 - New, Replacement or Additional Purchases
 - Justification - New Additional or Replacement Items
 - Different Item Than A Current Usage Product
 - Order Commitment's Directly To Supplier
 - Unit of Issue
 - Goods delivered by supplier directly to user
 - Compiling requisition document
 - Requests for goods. services authorised for user dept.
 - Processing of non-stock requisition received in central supplies department
 - Person responsible for signing/submitting requisitions
 - Agreeing specifications for equipment or services
- Catering department catering items requisitioning procedures
 - Fresh Produce
 - Confectionery, Bread, Milk and Vending Consumables
 - Stock Items
 - Non-stock Items (Dry goods and fresh produce)
 - Equipment
- Requisitioning procedures for Ward Areas
 - Stock Items
 - Non-stock Items
 - Equipment
- Requisition procedures for administrative areas
 - Processing requests through catering officer

- Catering department procedures for receiving deliveries
Deliveries received directly from supplier
Deliveries received from central supplies department

5.2. DIRECTORATE, DEPARTMENT, SERVICE, PROFESSION SPECIFIC

This section details the policies, circulars, procedures, guidelines, protocols and precedents which apply to specific areas, e.g. department, service or profession in the hospital. This list includes the following:

- Clinical Nutrition Department (See 5.2.1)
- CREST Directorate (See 5.2.2)
- General Support Services (See 5.2.3)
- HOPE Directorate (See 5.2.4)
- Information Management Services Department (See 5.2.5)
- Laboratory Directorate (See 5.2.6)
- Pharmacy Department (See 5.2.7)
- Physiotherapy (See 5.2.8)
- Social Work Department (See 5.2.9)
- Speech and Language Therapy Department (See 5.2.10)

5.2.1. CLINICAL NUTRITION DEPARTMENT

- Care Plan Clinical Nutrition - Guidelines - (Work in Progress - (September 1995))
- Chart Entries Do's and Don'ts for Clinical Nutrition - Guidelines - (December 1997)
- Criteria for patients statistics recording - Guidelines
- Organisation of Home Enteral Feeding - Protocol - (April 1999)
- Out Patient Services Clinical Nutrition - Policies and Guidelines
- Out-patient Appointment Clinical Nutrition, - Guidelines
- Prioritising Clinical Nutrition - Guidelines
- Record Keeping and Record Cards Clinical Nutrition - Guidelines - (December 1999)

5.2.2. CREST DIRECTORATE

- Administration of Identified Intravenous Medications by Nursing Staff in the Cardiac Catheterization Laboratory, Authorisation for, - Protocol - (NA March 1999)

5.2.3. GENERAL SUPPORT SERVICES

5.2.3.1. Catering

- Catering operational systems manual
- Cook-chill systems in Hospitals and catering premises Guidelines (April 1991)
 - kitchen & patient services
 - staff restaurant/snack bar

5.2.3.2. Technical Services

- Departmental processing - engineering & allied contracts works and services - Procedures
- Total loss of power - protocol (July 1999)

5.2.3.3. General Office

- Hep B Vaccination of contract staff - Policy (February 1998)
- Waste Management (in-house) - Policy (January 1998)

5.2.3.4. Security Department

- Threatening/violent Behaviour, Emergency Department, Management of - Policy

5.2.4. HOPE DIRECTORATE

- Administration of Cytotoxic Medical Preparations in the treatment of patients with cancer - (Department of Health publication) - Guidelines 1996
- Authorisation for the Administration of Cytotoxic Chemotherapy Medications by Nursing Staff in the HOPE Directorate - Protocol (April 1999)

5.2.5. INFORMATION MANAGEMENT SERVICES DEPARTMENT

- Discharge Summaries in St. James's Hospital for Clinical Coding HIPE and Casemix - Guidelines

5.2.6. LABORATORY DIRECTORATE

- Blood Transfusion Record - Policy (July 1998)
- Fresh Frozen Plasma,. Use of - Guidelines
- Patient identification on blood specimens for pre-transfusion testing - (May 1997)
- Portering staff for collection and transport of blood/blood components - Policy

5.2.7. PHARMACY DEPARTMENT

- IV Aminophylline - Policy
- IV drug Administration - Guidelines
- IV drug Administration for ICU patients - Guidelines
- ATG - Policy
- Amphotericin
 - Fungisone - Policy
 - Abelcet for ICU patients - Policy/Guidelines
 - Use in HIV patients
 - Bladder washout
- Antibiotic levels for haematology/ oncology patients (Amikacin, Gentamicin, Vancomycin, Teicoplanin)
- ACE chemo
- Blood products, Distribution of
- Cisapride safety - Information
- Cytotoxic spills - management of,
- CI inhibitor concentrate
- Clinical Pharmacy - guidelines

- Compounding - out of hours - guidelines
- Displacement values of powder injections
- Extravasation box contents
- Expiry dates for drugs made in the compounding unit
- Enoxaparin in diagnostic and revascularisation - procedures
- Endocrine tests
- Mx of fungal infections in patients with haematological Malignancies
- Fentanyl patch, for use, guidelines
- Glycopeptides and gentamicin - IV administration in ICU - Guidelines (also, see 'A' for levels in haem / onc patients)
- Gynae surgery
 - Prophylaxis vs infection
 - Venous thrombosis in major surgery
- HIV
 - Post-exposure prophylaxis dispensing - protocol
 - Management of opportunistic infections in HIV/AIDS patients
 - Drug counselling
 - Typical doses for anti - retrovirals
 - Drug interactions with anti-retrovirals
- Hepatect - Hep B prophylaxis
- H2 antagonist - policy
- LMW Heparin - guidelines
- HITS - protocol
- High Tech Drug Scheme - procedure
- Ifosamide and Mesna injections

- IV infusion in ICU
- Iloprost information (under review)
- ICE chemo regime and anti - emetic policy
- Larvae information
- Leeches information
- Linezolid - protocol
- Methadone memorandum
- Morphine - information on administration of
- Named patient drug supply request
- Neuroleptic equivalenace
- New drug submission form
- Omeprazole administration via PEG/NG tubes
- Oesophageal varices - treatment of
- Pentamidine
 - Administration and requirements
 - Cleaning instructions for sets
- Potassium IV administration
- Protamine sulphate - It's use in the management of haemorrhage occuring in tinzaparin treated patients
- Peanut allergy
- Syringe drivers
 - Instructions for use
 - Drugs used in.....
- Spleen - guidelines for the TX of infection in patients with absent or dysfunctional spleen
- Sugar Content of liquid POMs
- TPN information

- Ticlopidine dispensing - procedure
- TDM - drug levels in St. James's Hospital
- U's and E's in St. James's Hospital
- Analgesia in PVD patients
- Varitect information
- Wound dressings selection
- Warfarin - anti-coagulant booklet
- Yeasts, management of blood stream infections due to Yeasts in non-neutropaenic patients (under review)

5.2.8. PHYSIOTHERAPY

- Confidentiality and Disclosure - Policy
- Consent by patient Policy
- Discharge Policy
- Internal Accident Plan Physiotherapy - Policy
- Major Accident Plan Physiotherapy - Policy
- Out-patient Physiotherapy Cancellation/Did not Attend Policy
- Out-patient New appointment/waiting list Physiotherapy Policy

5.2.9. SOCIAL WORK DEPARTMENT

- Abusive clients/relatives - Policy
- Accidents - Policy
- Accountability - Policy
- Admissions and Discharges - Policy
- Case Conferences - Policy
- Clothing - Policy
- Confidentiality - Policy

- Court Attendances - Policy
- Disbursement of monies - - Policy
- HIV Testing - Policy
- Homelessness - Policy
- Hospital Staff Welfare - Policy
- Induction of Staff - Policy
- Insurance - Policy
- Legal Opinion - Policy
- Liaison with Community Care and Other Social Workers - Policy
- Meals for Clients/Relatives - Policy
- Minors - Policy
- Meetings - Policy
- Physical Movement of Patients - Policy
- Placement of Patients - Policy
- Purpose of Social Work Department
- Qualifications for Social Workers - Policy
- Records - Policy
- Referrals - Policy
- Referrals to Outside Agencies - Policy
- Smoking - Policy
- Social Reports - Policy
- Social Work Service
- Safety - Staff and Public - Policy
- Subvention Applications - Policy
- Supervision - Policy
- Taxis - Policy

- Teaching - Policy
- Training - Policy
- Transport of Patients - Policy
- Transport of Relatives - Policy

5.2.10. SPEECH AND LANGUAGE THERAPY DEPARTMENT

- Departmental Working Policy (May 1999)

5.3. HOW TO OBTAIN COPIES OF RULES CIRCULARS, PROCEDURES, GUIDELINES, PROTOCOLS AND PRECEDENTS

To obtain copies of rules circulars, procedures, guidelines, protocols and precedents of the hospital, listed in this Section, contact:

The Freedom of Information Officer,
Freedom of Information Office,
St. James's Hospital,
James's Street,
Dublin 8.

Telephone: 01-416 2463.
Fax: 01-4544768
E-mail: foi@stjames.ie

Circulars identified in Section 5.1.8.1 and 5.1.8.2 are available from:

Government Publications Office,
Sun Alliance House,
Molesworth Street,
Dublin 2.
Telephone 01-661 3111

6. COMPLAINTS/APPEALS PROCEDURES

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

Complaints are initially dealt with by the staff member to whom the complaint is made. If appropriate, the complaint will be referred to the Department Head. If a complaint cannot be resolved at Ward/Department level, it may then be referred to the following:

Deputy Chief Executive Officer
CEO Department
St. James's Hospital
Dublin 8

Telephone: 01 416 2358
Fax: 01-454 4768
E-mail icarter@stjames.ie

A copy of the Hospital's Complaint Policy is available from:

Freedom of Information Officer
Freedom of Information Office
St. James's Hospital
Dublin 8

Telephone 01 4162463
Fax: 01-4544768
E-mail: foi@stjames.ie

7. CONTACTS FOR FURTHER INFORMATION

To obtain any further information contact the Freedom of Information Officer.

Freedom of Information Officer
Freedom of Information Office
St James's Hospital
James's Street
Dublin 8

Telephone 01 4162463

Fax 01 4544768

E-mail foi@stjames.ie