



SMOKE FREE HOSPITAL



St. James's Hospital James's Street Dublin 8
telephone 01 410 3000 • website www.stjames.ie

PATIENT INFORMATION BOOKLET
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OSPIDÉAL NAOMH SÉAMAS
ST. JAMES'S HOSPITAL



St. James's Hospital values care that demonstrates respect, patient empowerment, equality of access, the generation of new clinical knowledge and compassion and commitment to the achievement of health and well being in the community. In this endeavour, the hospital is governed by the principles of fairness, honesty and accountability.



A CHARTER OF RIGHTS FOR HOSPITAL PATIENTS

1. Access to Hospital Services

- You have the right in a medical emergency to be admitted immediately to hospital. In cases other than in an emergency, you will be placed on a waiting list if you cannot be admitted to hospital immediately. If you are on a waiting list and are concerned about your condition, you should consult your family doctor who can then request that your condition be reviewed by your hospital consultant.

Where a recommended medical procedure is not available at the hospital, you will have the right to ask your hospital consultant to transfer you elsewhere where the procedure is available.

You have the right, should your admission be cancelled by the hospital, to receive adequate and timely notice of such cancellation. However, in exceptional cases arising from emergency pressures or staff illnesses, your operation may have to be cancelled at very short notice. In these circumstances, the hospital will make every effort to contact you in advance.

You have the right, in the event of cancellation, to be given a new appointment for an early date and to be treated on a priority basis.

2. Out-Patient Services

- You have the right, when your family doctor refers you to hospital for an out-patient appointment, to:
 - receive confirmation within a reasonable time of the date of your first appointment;
 - be given an individual appointment time;
 - be seen by a consultant or senior doctor on your first appointment.

If you feel your condition has disimproved, you should consult your family doctor who can, if necessary, take up the matter with the hospital.

You have the right, should your appointment at an out-patient department be cancelled by the hospital, to receive adequate and timely notice of such cancellation and to be given a new appointment on a priority basis.

3. Courtesy

- You have the right to be treated in a courteous manner at all times by every member of the hospital staff.

4. Visiting Arrangements

- You have the right to receive visits from your relatives and friends, including children. The hospital must ensure that visiting arrangements are flexible, consistent with the nature of your illness and the needs of other patients.

5. Religious Beliefs

- You have the right to be treated with respect for your religious and philosophical beliefs.

6. Privacy

- You have the right to have your privacy respected, especially when the nature of your clinical condition is being discussed with you or your relatives by hospital staff.

7. Information Concerning your Treatment

- You have the right to be informed of the name of the consultant under whose care you are being placed, and, if you are to be referred to another consultant, you have the right to be informed of the reasons for such referral.

You have the right to be informed of the nature of your illness or condition in language which you can fully understand, and to be informed concerning:

- the results of your tests and x-rays;
- the purpose, method, likely duration and expected benefit of the proposed treatment;
- alternative forms of treatment;
- possible pain or discomfort, risks and side-effects of the proposed treatment.

8. Consent to Treatment

- Generally, treatment should only be given to a patient with his or her informed consent or, in the case of a child, the consent of a parent or guardian. You may request the presence of a person or persons of your choosing during the procedure for granting consent. The consent form you are asked to sign should clearly state the nature of the procedures to be undertaken.

Only in cases where a patient lacks the capacity to give or withhold consent, and where a qualified medical doctor determines that treatment is urgently necessary in order to prevent immediate or imminent harm, may treatment be given without informed consent.

A copy of this Charter can be obtained at your local hospital. An Irish language version of the Charter is also available.

9. Confidentiality

- You have the right to total confidentiality in respect of your medical records.

You have the right to request the hospital to make details of your relevant medical records available to you. Hospitals will normally meet your wishes in this regard, except where it would be considered that this would cause serious harm to your physical or mental health. In such circumstances, the information may be communicated through a health professional, normally your family doctor.

10. Teaching and Research

- You have the right to refuse to participate in the teaching of medical students by your consultant. Your permission must be sought before a consultant can involve you in the teaching of students. However, your co-operation would be important in view of the need to ensure that future doctors obtain the best possible training.

You have the right to refuse to take part in any clinical trials or research concerning the use of new drugs or medical devices. Clinical trials and experimental treatment should never be carried out without your informed consent being obtained by the hospital or medical personnel.

11. Discharge

- You have the right on your discharge from hospital to have yourself and your family doctor informed of the nature of your condition, the treatment you received while in hospital, the medication required by you, and the arrangements for any further attendance at the hospital.

12. Complaints

- You have the right to complain about any aspect of hospital service, to have the complaint investigated and to be informed of the outcome as soon as possible.

St. James's Hospital has a detailed Complaints Policy in place. If you require further information on this policy please contact:

Complaints Officer
Chief Executive Offices
Tel: (01) 410 3361

You have the right, where your complaint is not resolved to your satisfaction, to have the matter referred to the hospital's Patient Advocacy Committee.

The hospital's complaints procedures are without prejudice to your statutory rights to complain to other outside agencies e.g. The Medical Council or An Bord Altranais (The Nursing Board)



putting the patient first

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WELCOME TO ST. JAMES'S HOSPITAL

In St. James's Hospital we aim to provide the highest quality healthcare and service to all our patients.

This booklet provides useful information to help patients prepare for admission to St. James's Hospital. It contains details on the services and facilities available as well as information on how to get to the hospital and important information about the hospital.



St. James's Hospital fully supports the Charter of Rights for Hospital Patients, which you can read on the inside front cover.

For more information please visit www.stjames.ie or see page 25 for the list of useful telephone numbers.

Facts about St. James's Hospital

- St. James's Hospital was established in 1971 on the site of the former St. Kevin's Hospital.
- It is the largest acute teaching hospital in Ireland.
- It is the primary academic teaching hospital for Trinity College Dublin.
- St. James's Hospital is a voluntary hospital, with its own governing body, the Hospital Board, reporting directly to the Minister for Health & Children.
- There are 1,020 inpatient & day care beds.
- Over 4,500 staff work in the hospital.
- It is located on a 63 acre site to the immediate south of the river Liffey and adjacent to Dublin City centre.
- St James's is an Accredited hospital.

- In 2007 the hospital treated 24,070 inpatients, 188,395 outpatients, 88,622 day care patients and 48,038 emergency patients.
- St. James's provides a comprehensive range of diagnostic and treatment hospital services to a local population in excess of 300,000 as well as national and regional services, including the National Burns Unit, National Maxillo Facial Surgery Unit, Bone Marrow Transplant, ENT/Head and Neck Surgery, Vascular Surgery and Cardiothoracic Surgery.



ADMISSION INFORMATION

All admissions are arranged through the Admissions Office. You will receive an admission card detailing your provisional date of admission, ward and consultant.

If you are unable to attend on this date (e.g. because of illness or personal reasons) it is really important that you contact us as soon as possible to reschedule. This appointment can then be allocated to someone else. However, please note that it may be some time before another admission date becomes available. [The telephone number to contact is on your admission card.](#)



Waiting List Details

Following assessment by the Clinical Team, patients may be placed on the in-patient waiting list and prioritised by the team according to medical need as: urgent, soon or routine. If you have any queries regarding your waiting list status or if there have been any changes in your details, (e.g. address, telephone number, your GP), please contact the **Waiting List Office** on **01 416 2256** or **01 410 3502**, stating your name, hospital number or date of birth.

In order to ensure that we have an accurate and up to date picture of our waiting list, the list is closely monitored and is constantly checked. To do this we send out a letter at regular intervals asking you to confirm your details. It is important that you complete and then return this letter to the Admissions Office as soon as possible.

We do all this to make sure that we can provide as many appointments as possible to the people who need them.

Under Department of Health Guidelines, **Public In-patients** are charged €66 per day up to a maximum of €660 in any 12 month period. Medical Card holders are exempt from this charge and must produce a current Medical Card.

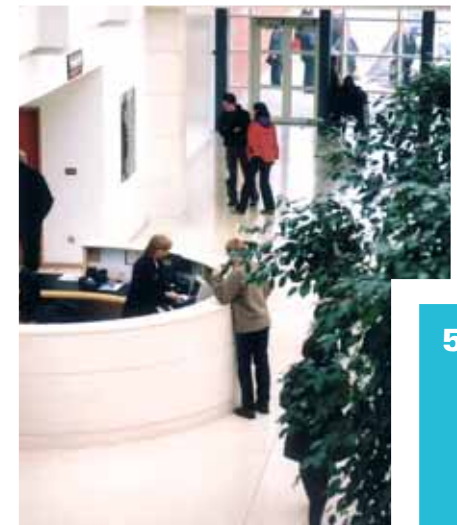
The hospital operates a VHI and Quinn Direct Payment Scheme. Forms must be completed **prior** to discharge in order to have accounts submitted directly to VHI or Quinn Direct.

National Treatment Purchase Fund (NTPF)

The National Treatment Purchase Fund is a Government agency funded by the Department of Health & Children to reduce waiting times for public patients

awaiting surgery or procedures on public waiting lists.

When you are placed on a public waiting list at St. James's Hospital as either a public in-patient or day case patient, certain information about you will be passed, on a confidential basis, to the NTPF patient treatment register. The details transferred will include: your name, address, the date you were put on the waiting list and the name of the treatment you require.



If you have not had your surgery within three months, the NTPF may write to you to see if your operation or procedure can be arranged elsewhere. You can contact the NTPF at Lo-Call 1890 720 820 or visit their website on www.ntpf.ie

Admission as a private patient is by prior arrangement with your consultant. Your consultant will contact the Admissions Office to arrange your admission as a private patient. Private in-patient charges apply.

Attending for Admission

All admission dates are provisional. Please telephone the Admissions Office at 11am on the morning of your admission date to confirm that a bed is available. The telephone number to contact is on your admission card.

Remember to follow any pre-admission instructions you may have been given by your doctor or nurse, such as fasting or medication.

When you have confirmed that a bed is available, please make your way to St James's Hospital and report at the time requested to the Admissions Office. If a bed is not available for you on that day you will be given another date as soon as possible.

If you are having **surgery** on the same day as your admission it is very important that you arrive on time. Late arrival may result in your surgery and your admission being postponed.

The Admissions Office is located in the Concourse, Main Hospital. See the map of the hospital on page 28. Follow the signs to Junction 2 and park in the underground car park (please note that an hourly rate is payable in the car park). The lift or stairs will take you straight to the Concourse where reception staff can provide directions.

There is a set down area immediately outside the Concourse where you can be dropped off. No parking is permitted there.

When you have booked in at the Admission Office you will be given directions to the ward. Once at the ward, please report to the nurse's station, which is located in the centre of each ward.

What to bring

- Admission Card
- Medical Card / Health Insurance Card
- Bedwear (nightdress/ pyjamas/ dressing gown) slippers (with non-slip soles if possible)
- Toiletries/Towels
- All medication/tablets you are currently taking (you will be asked to send these home after they have been checked)
- Small amounts of cash (if you wish to make purchases during your stay)
- Contact numbers of 2 different people (next of kin) who can be available throughout 24 hours
- The use of mobile phones is not permitted in ward areas
- Please note that due to Health & Safety regulations electrical equipment, such as mobile phone chargers or plug-in radios, cannot be brought into the hospital.

Special Needs

At St. James's Hospital we are committed to addressing the special needs of our patients. If you have a special need, such as requiring the use of a wheelchair or an interpreter service, please make this known, beforehand if possible, to the Admissions Office. Every effort will be made to accommodate you.

Valuables

You are strongly advised to leave jewellery (other than wedding band) & valuables at home. **The Hospital Board does not accept responsibility for the loss or damage to any valuables, money or other articles that you bring with you.** The hospital does not provide secure storage areas.

Personal Property

Please send as much personal property as possible home in advance. If travelling by ambulance

please be aware that there is a strict luggage limit.

Planning Your Discharge

Every effort will be made to prepare you and your family for going home. Your discharge plan will start from your time of admission to St James's and you will be given an estimated date of discharge as soon as it is medically possible to do so.

It is advisable to think about and plan arrangements for your discharge in advance, such as how will you get home and do you have your house keys?

All the health care professionals involved in your care plan will work together with you to get you home in a safe and timely manner.

You may also be discharged at short notice or in the evening time if you are deemed medically fit for discharge and in some

cases this will be at a few hours notice.

On the day of your discharge we ask that you vacate your bed by 9.00am or earlier. You may be transferred to the **Discharge Lounge** while waiting for your discharge arrangements to be completed or while waiting to be collected. The Discharge Lounge is a supervised comfortable waiting area.

On discharge you will receive a Discharge Summary Letter for your GP and, if required, a prescription, an outpatient appointment or medical certificate.

If you are unsure of any aspect of your discharge plan we would encourage you to talk to the Nurse in Charge in your ward.



EMERGENCY DEPARTMENT

The Emergency Department is for emergencies only. Please do not come to the department instead of going to your GP.

On arrival into the Emergency Department, all patients are registered at the desk. They are then seen by a trained Triage Nurse who will assess their medical condition. Patients are listed according to the seriousness of their condition and the most seriously ill people are treated first. Every effort will be made to keep all patients informed about waiting times.



Please understand that on occasion some injuries require more immediate attention than others.

When this happens the Patient Liaison Officer or Staff Nurse will inform you of an increase in your waiting time.

Emergency Charges

Under Department of Health Guidelines all patients attending the Emergency Department are charged an attendance fee of €66.00.

Exceptions include;

- Patients who have been referred by their GP and have the referral letter with them
- People who have medical cards if they have their medical card with them

Acute Medical Admission Unit (AMAU)

The AMAU is a short stay unit which receives acutely ill medical patients from the Emergency Department 24 hours per day 7 days per week.

When you arrive in the AMAU you will be assessed by a member of the Medical or Nursing team. Our aim is to find out what special care you will need to treat your illness as soon as possible. An individual care plan will be put in place providing you with rapid access to investigations and Consultant/Specialist assessment. This is a short stay unit, which means you may be transferred to a speciality ward for the remainder of your stay in the hospital.

Day Care Procedures

Please remember to read and follow any instructions given to you in advance of

your arrival at the hospital. If you are going to be sedated for the procedure you will NOT be able to drive for 24 hours. You will not be able to drive yourself home afterwards. You will also need to have a responsible adult collect you and stay with you for 24 hours until the sedation wears off.

GP Blood Testing

This service is only available Monday to Friday from 7.30am till 12.00 noon. The Phlebotomy Clinic (Blood Testing Clinic) is located in the Out Patients Department on Route 2 via the Main Concourse (see map on page 28).



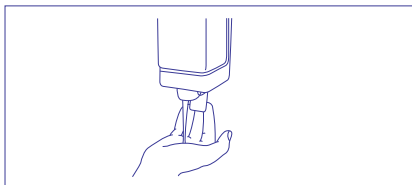
HOSPITAL INFORMATION

Hygiene

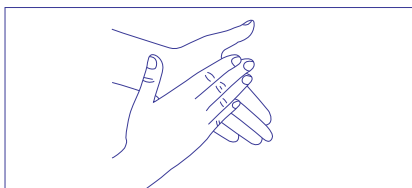
Hygiene is a fundamental part of the hospital's quality system to ensure the safety and wellbeing of patients, staff and visitors and it plays an important role in the prevention and control of infection. Achieving and maintaining the highest hygiene standards is everyone's responsibility.

Hand Hygiene

Please ask your visitors to wash their hands or use the

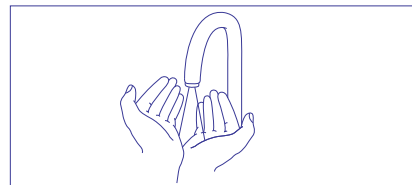


1. Use enough soap to cover all of the hand area.

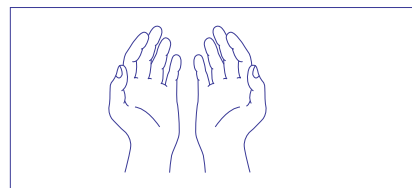


3. Rub all areas and include fingers and thumbs.

alcohol gel, available at all ward entrances, to disinfect their hands each time they enter or leave the ward. Do this yourself also if you go into any other ward. Ask a member of staff to show you if you are unsure how to use it. Feel free to ask any medical staff you come into contact with if they have cleaned their hands. Pick up a hand hygiene leaflet available on all wards/departments. **The Golden Rules for Visitors** are displayed in all wards in the hospital.



2. Wet hands and wash thoroughly with soap.



4. Dry hands thoroughly. Your hands are now clean and safe.

Visiting

We recognise the importance of support from family and friends when you are a patient in hospital. However, patient care is our primary concern at St. James's Hospital. In order to enhance the quality of care and ensure the safety and comfort of our patients, specific visiting times and regulations have been established.

Visiting Times

Daily	2.00pm to 4.00pm
Evening	6.00pm to 8.00pm

- A maximum of 2 visitors, including children, at any one time is permitted
- The recommended visiting duration is 20 minutes
- Any person feeling unwell is asked not to visit the hospital
- Children under the age of 14 years are not permitted to visit patients in certain high risk wards

- Special arrangements can be made for relatives to visit critically ill patients. These are limited to next of kin and must be agreed with the Nurse in charge
- **Closure of the Main Doors to the Hospital.** The main doors of all the hospital buildings are locked from 10.00pm until 6.30am. During these hours no one will be permitted to enter the hospital without special permission in advance



- St. James's Hospital operates a zero tolerance policy relating to any kind of verbal or physical abuse. Patients or visitors whose behaviour causes disturbance to other patients or staff will be asked to leave

Staff Identity



All St. James's Hospital staff are required to wear a name badge, with their photograph and title on it, at all times. As well as the doctors and nurses, there could be several other members of staff in your care team, for example, a physiotherapist, a dietician or a porter. If you have any doubts, please ask the staff member to either show you their badge, or explain their role to you.

Smoke Free Policy

St. James's Hospital is a smoke free hospital. The hospital aims to provide a safe and healthy smoke free environment for all patients, staff, contractors and the public. In keeping with hospital policy and legislation, smoking is strictly prohibited in all hospital buildings (including the underground car park) and anywhere near all entrances. Designated smoking areas are provided and are clearly signposted. Cigarettes cannot be purchased at the hospital.

Smoking cessation advice, information and training is available to all patients. For further information on smoking cessation please ask the Nurse in Charge to contact the Smoking Cessation Officer for you.



Moving of Patients (Lifting)

In St James's Hospital clinical staff will assist, as much as is practical, in the moving and handling (lifting) of patients. However it is important that, where possible, patients do as much of the moving themselves. The reasons for this are to assist in patient rehabilitation and also to reduce the likelihood of injury to hospital staff, in accordance with Health & Safety regulations.

Security

St. James's Hospital is monitored by CCTV cameras 24 hours per day and operates a zero tolerance policy for anti social behaviour. The hospital participates in the Hospital Watch programme developed by An Garda Síochána. Hospital Watch is a hospital-wide initiative, supported by Gardaí, which enhances the safety and security of patients, staff, visitors and property in and around the hospital. St.

James's Hospital has two dedicated Garda Liaison Officers and has regular patrols in the grounds. Please report any security incident to Security Staff or telephone **(01) 4162108**.

Chaplaincy Service

A Chaplaincy Service is available to all patients. Please inform a member of staff which denomination you require. A member of the Chaplaincy and Pastoral Care service visits the wards daily.

Mass Times:

Day	Time
Church Weekdays	8.30am
Sundays	8.30am & 10.30am
Robert Mayne Day Hospital Sundays	11.15am

Complaints Policy

St. James's Hospital has a detailed Complaints Policy in place. You have the right to complain about any aspect of hospital service, to have it investigated and be informed of the outcome as soon as possible.

In the first instance, where possible, please speak to your doctor or the Nurse in Charge if you have any concerns during your admission.

The Patients' Charter is clearly displayed throughout the hospital and outlines the hospital's Complaints Policy (see inside front cover). If you feel your complaint has not been resolved, please contact the Complaints Officer at the address below or telephone 01 410 3361.

Complaints Officer
Chief Executive's Office
St. James's Hospital
Dublin 8

You have the right, where your complaint is not resolved to your satisfaction, to have the matter referred to the hospital's Patient Advocacy Committee.

Freedom of Information Acts (FOI)

The Freedom of Information Acts are intended to facilitate public access to information held by public bodies that would not be routinely available by any their means.

The Acts assert the right of members of the public to obtain access to official information to the greatest extent possible consistent with the public interest and the right to privacy of individuals. For further information, please contact the Freedom of Information Officer at the address below or telephone 01 410 3361.

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

Data Protection

St. James's Hospital takes very seriously the protection of our patients' rights to privacy and confidentiality. We do this by following best practices in how all information is handled and stored in the hospital, in accordance with Data Protection law.

Your health record is made up of a combination of manual and electronic information. Once you become a patient of St. James's Hospital, all confidential information about your care and treatment will be processed fairly. It will only be shared with others if it assists your medical care and treatment. Information may also be shared as part of the normal administration of the hospital.

Information, which cannot be traced back to you, is provided by St. James's Hospital to other health care agencies such as the Department of Health & Children, the Health Service Executive (HSE), the Economic and Social Research

Institute (ESRI). This information is provided for research and data analysis purposes.

St. James's Hospital is a registered Data Controller under the Data Protection Acts 1988 and 2003. Under the Data Protection Acts you have the right to know what personal information relating to you is being held by St. James's hospital and to access this information to ensure it is accurate. You may exercise this right by making a written request to the address below.

Chief Executive's Office
St. James's Hospital
Dublin 8



Participation in Clinical Trials/Research

St. James's Hospital is the primary academic teaching hospital for Trinity College Dublin. You may, therefore, be asked to participate in the teaching of medical/nursing students or to take part in fully approved clinical trials or research projects.

You have the right to refuse to participate in any of these as your permission must be sought before you can be involved. However, your co-operation is important in view of the need to ensure that future clinical staff obtain the best possible training. This will not affect your treatment in anyway.



The Corporate Ethics Programme at St James's

The Corporate Ethics Programme at St James's Hospital is intended to show the absolute commitment of the hospital to the highest standards of ethics across all levels in the organisation. What this means is that patients' welfare must be at the centre of all decision making in the hospital. All decisions must take into account patients' human rights and the effects these decisions will have on them.

DURING YOUR STAY

Accommodation

You will be accommodated in a 4 or 6 bedded ward. Single rooms are not guaranteed as these are mainly used for medical reasons (e.g. isolation).

You may be moved to a different bed or ward if your clinical condition changes, or to accommodate other patients' clinical conditions. This can sometimes happen during the night. Your co-operation is appreciated.

Catering

Menus are given out at 8.30am to order meals for the next day. Please inform staff of special dietary requirements, e.g. Coeliac, Kosher, diabetic, low cholesterol, etc.

Mealtimes

Meal	Time
Breakfast	8.30am
Tea/Coffee	11.00am
Lunch	12.00 – 1.00pm
Supper	4.30 – 5.00pm
Tea/Coffee	8.30pm

Telephones

Both coin and card telephones are available on each ward. For those patients unable to get out of bed, a coin telephone can be moved to each bed as required.

In order to respect the needs and privacy of our patients the use of mobile phones is not permitted in ward areas.

Television

A television (with earphones) may be hired from an external company for your own private use on a daily or weekly basis for a nominal charge. Please ask a member of staff to contact the TV Hire Company for you.

Flowers

For medical reasons it is not advisable to have flowers in some wards. Please check with the Nurse in Charge for the local policy on your ward.

Laundry Service

There is no laundry service available at St. James's Hospital.

Pharmacy:

There is a pharmacy shop located on the first floor in the Concourse, Main Hospital. Medical Card prescriptions are available at this pharmacy. This is an independent community pharmacy and is not managed by St. James's Hospital.

Opening Hours

Monday to Friday	8.30am to 8.00pm
Saturday	10.00am to 6.00pm
Sunday	11.00am to 6.00pm

Shopping

There is a morning paper round and a mobile shop visits the wards daily.

There is a convenience store located on the ground floor in the main hospital Concourse which stocks snacks, drinks, books, newspapers, magazines, cards, gifts and toiletries.

Opening Times

Monday to Sunday	7.00am to 10.00pm
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There is a gift shop also located on the ground floor of the Concourse. Opening times vary.

Restaurants/ Coffee Shop

A restaurant and sandwich bar are located on the first floor of the main hospital Concourse.

Restaurant Opening Times

Monday to Friday	8.00am to 4.00pm
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Sandwich Bar Opening Times

Monday to Friday	10.00am to 8.00pm
Saturday & Sunday	12.00pm to 5.00pm

There is a coffee shop and a juice bar located on the ground floor of the main hospital Concourse.

Coffee Shop

Monday to Friday	7.30am to 8.00pm
Saturday & Sunday	9.30am to 7.30pm

Juice Bar

Monday to Friday	10.00am to 8.30pm
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Banking

There is a Bank of Ireland branch located on the first floor of the main hospital Concourse. The opening hours are Monday to Friday 10.00am till 4.00pm.

Cash Machines

There are two ATM machines on site; one is located inside the main entrance of the Concourse and one is located inside the convenience store.

Postal Services

There is a post box located inside the main entrance to the Concourse, next to the ATM machine. Stamps can be purchased in the convenience store.

TRANSPORT

Bus Routes

The Dublin Bus Route 123 passes through the hospital grounds and stops near the main hospital entrance. From the city centre, the 78A, 51 and 51B stop at the James's Street entrance. The 19 stops on the South Circular Road close to the Rialto Gate entrance. The 17 stops nearby at Rialto.

BUS ROUTES

123	From O'Connell Street (through hospital) (Drimnagh Road – Griffith Avenue)
78A	From Aston Quay (City Centre – Liffey Valley Shopping Centre)
51	From Emmet Road (Emmet Road – Clondalkin)
51B	From Aston Quay (City Centre – Clondalkin)
19	From O'Connell Street (Jamestown Road – Rialto)

LUAS

The Red Line between Tallaght and Connolly Station has three stops adjacent to the hospital. The James's stop is at the James's Street entrance. The Rialto and Fatima stops are nearby. This line also serves Heuston and Connolly Stations.

For more information visit www.luas.ie.

Train Services

Heuston station is located in close proximity to St. James's Hospital, servicing the following routes: Cork, Tralee, Limerick, Waterford, Ballina/Westport, Galway and intermediary stations. For more information visit www.irishrail.ie.

Taxis

There is a well-serviced taxi rank in the hospital located outside the Main Hospital Concourse.

Bicycles

There are numerous secure bicycle parking areas on site.

Car Parking

There are a limited number of parking spaces available at the hospital and we encourage the use of public transport where possible.

There is an **underground public car park** for patients and visitors with 367 spaces. It is located off Junction 2 (see map on page 28). There is direct access to the main hospital Concourse and Reception from the car park via the lift or stairs. Limited additional surface parking is also available, located at Junction 2.

Parking Costs

1-10 minutes	No charge
Per hour	€2.00
Max per day	€12.00

There are **two parking payment machines**; one is located inside the main entrance to the Concourse and the second is in the underground car park next to the lifts. You may also pay at the desk near the exit of the underground car park.

There are a number of **disabled parking spaces** available in the underground car park and also at Junction 3 and at other locations around the hospital. You must display a Disabled Driver sticker.



An external management company manages car parking on site. All vehicles parked unofficially throughout the hospital grounds will be clamped and a release fee of €24.00 applies. This is in the interest of safety and to ensure the flow of traffic around the hospital.

Other parking restrictions exist in accordance with the Rules of the Road and all users are required to obey traffic signs. Fire routes are marked and vehicles causing obstruction or displaying inconsideration to other users will be clamped or towed away (a clamp removal fee applies).

Normal security measures apply in relation to securing vehicles. All patients and visitors are advised not to leave any valuables on display in their vehicle. The Hospital Board does not accept responsibility for the loss or damage to any vehicle parked within the grounds of the hospital.



USEFUL CONTACT NUMBERS

Please note that all contact numbers and details are available from our website at www.stjames.ie

Patient Enquiries

☎ 01 410 3912/3

Hospital Switchboard

☎ 01 410 3000

Main Hospital Concourse Reception Desk

☎ 01 410 3913

Admissions Office

☎ 01 2683/416 2663/
410 3917

Waiting List Office

☎ 01 416 2256/410 3502

Outpatient Appointment Office

☎ 01 410 3433/4

X-ray Appointment Office

☎ 01 410 3420

Discharge Lounge

☎ 01 410 3537

Complaints Office

☎ 01 410 3361

Freedom of Information Office

☎ 01 410 3361

Wards

AMAU (Acute Medical Admission Unit)

☎ 01 416 2899/410 3797

Robert ADAMS

☎ 01 416 2088

Edward Hallaran BENNETT

☎ 01 416 2070

Denis BURKITT

☎ 01 416 2271

Dr. Steevens' BURNS UNIT

☎ 01 416 2326

Cardiac Cath Lab Day Care

☎ 01 416 2749

John CHEYNE

☎ 01 416 2844

Abraham COLLES

☎ 01 416 2084

CCU (Coronary Care Unit)

☎ 01 416 2540

Day Surgery Unit

☎ 01 416 2891

Sir Patrick DUNS

☎ 01 416 2074

Emergency

Observation Ward

☎ 01 416 2876



HDU (High
Dependency Unit)

☎ 01 416 2345

John HOUSTON

☎ 01 416 2219

ICU (Intensive Care Unit)

☎ 01 416 2561

St. JOHN'S

☎ 01 416 2181

Patrick KAVANAGH

☎ 01 416 2508

Keith SHAW

☎ 01 410 3389

Keith SHAW (ICU)

☎ 01 410 3398

St. KEVIN'S

☎ 01 416 2899

Mary MERCER'S

☎ 01 416 2131

PRIVATE 1

☎ 01 410 3201

PRIVATE 2

☎ 01 410 3211

PRIVATE 3

☎ 01 410 3217

Walter STEVENSON

☎ 01 410 3606

Sir William WILDE

☎ 01 416 2895

Victor SYNGE

☎ 01 416 2236

Anne YOUNG

☎ 01 410 3315

Hospital 2 – Inpatient Wards

Hospital 2 Ground Floor

☎ 01 416 2273

Hospital 2 Middle Floor

☎ 01 416 2275

Hospital 2 Top Floor

☎ 01 416 2277

Hospital 4 – Inpatient Wards

Hospital 4 Unit 1

☎ 01 416 2294

Hospital 4 Unit 2

☎ 01 416 2295

Hospital 4 Unit 3

☎ 01 416 2297

Hospital 4 Unit 4

☎ 01 416 2298

Hospital 5 – Inpatient Wards

Hospital 5 Unit 2

☎ 01 416 2501

Hospital 5 Unit 3

☎ 01 416 2328

Hospital 7 – Inpatient Wards

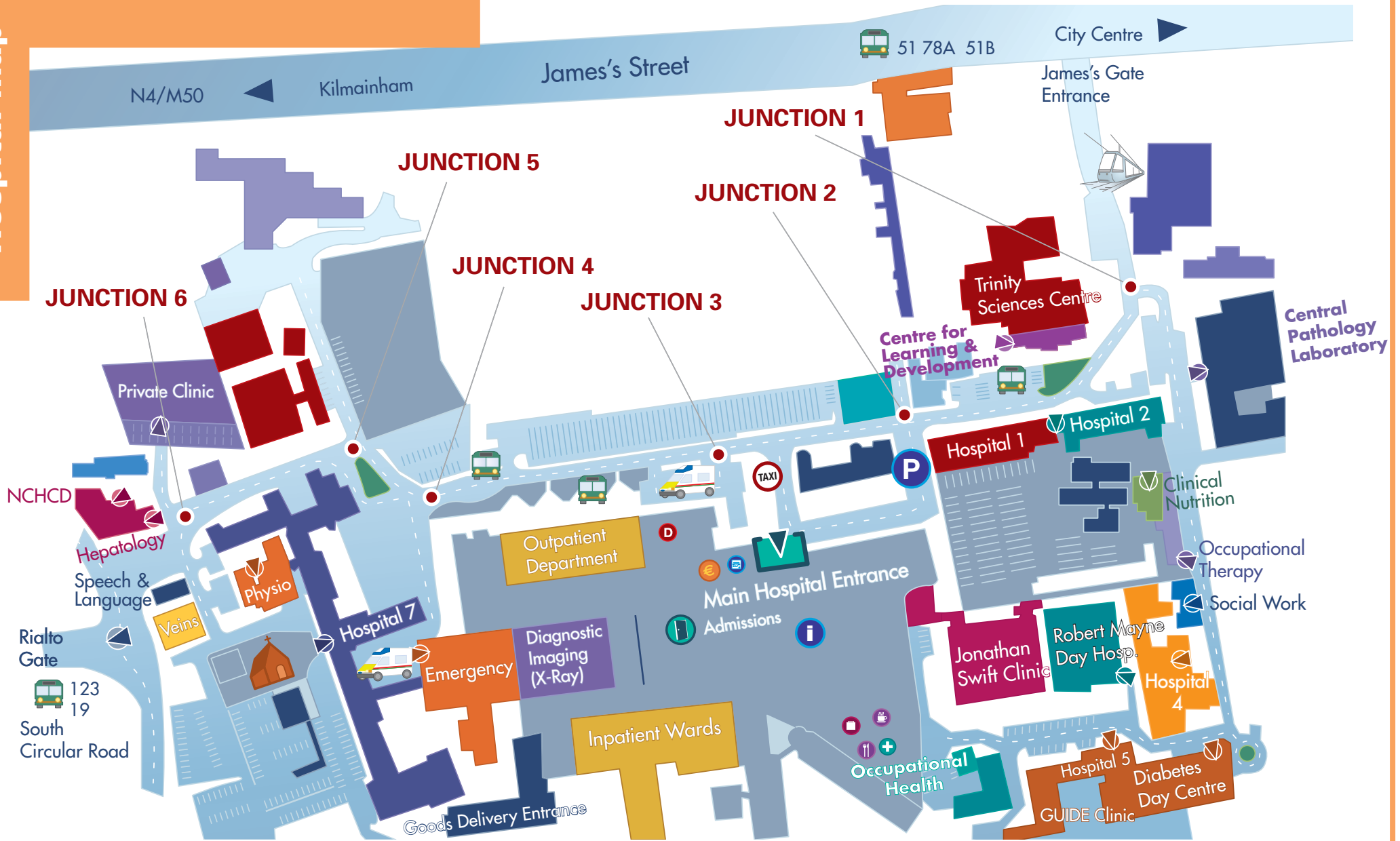
Hospital 7 Unit 3

☎ 01 410 3778

Hospital 7 Unit 6

☎ 01 410 3787

Hospital Map



See references on next page.



HOSPITAL GROUNDS ARE SIGNPOSTED AT NUMBERED JUNCTIONS 1, 2, 3, 4, 5, 6

At Junction 1

Hospitals 1, 2, 4, 5
Central Pathology Laboratory,
Occupational Therapy,
Clinical Nutrition,
Dementia Services Centre,
Medical Social Work,
Robert Mayne Day Hospital,
GUIDE Clinic,
Diabetes Day Centre

At Junction 2

 Underground Public Car
Park

 Taxi

 Main Hospital Entrance

*Main Entrance provides
access to:*

Main Hospital Wards
Outpatients Department
Diagnostic Imaging (X-Ray)

 Main Reception

 Admissions

 DubDoc

 ATM Machine

 Pharmacy Shop

 Shop

 Restaurant

 Cafés

 Paypoint for all
Car Parking

At Junction 3

 Discharge Lounge –
Pick Up Only

Wheelchair – Set
Down Only

Ambulance Parking Only

At Junction 4

Emergency Department
(ED) – Set down only

At Junction 5

Technical Services/
Materials Management

At Junction 6

Hepatology Centre
National Centre for
Hereditary Coagulation
Disorders (NCHCD)
Private Clinic

Hospital 7 –
Set Down Only

Plastic Surgery Clinic,
Laser Clinic,
Physiotherapy,
Rheumatology Day Centre,
Speech & Language,
Veins Unit

DUBLIN MAP