

Will I always be followed up in this manner?

Every patient is dealt with on an individual basis. If we wish to see you so that we can undertake a clinical examination we will ask you to come to the clinic.

In such instances we will arrange for you to attend a hospital outpatient appointment or we may wish to admit you for further tests. These options will always be discussed with you.

If you wish to change your mind at any time about the Telehealth appointment, please contact us.

CONTACT DETAILS

For Patients who attend the service with a bleeding disorder

For queries in relation to non- clinical requests: appointments, documentation request

Monday- Friday 08:30-17:00

Please call 01-4162141/(01) 4162142

Fax: (01) 410 3570

Email: ncc@stjames.ie

For non- urgent, clinical queries in relation to upcoming procedures, treatment queries...

Monday-Friday 08:00-17:00

Please call the nurse on 01-4103130 (please leave a message with your name, hospital number, contact details and information in relation to your query and a nurse will return your call), alternatively, please send an email to ncc@stjames.ie and your email will be responded to in a timely way.

Emergency Contact Details for Patients with a Bleeding Disorder Monday to Friday 08:00-17:00

For Emergency/ urgent calls in relation to an active bleed or possible bleed or an urgent unplanned procedure please call 01-4103000 and ask for bleep 721.

Out of hours 17:00hrs-08:00hrs Monday-Friday, at the weekend and bank holidays

Please call 01 4103132, a nurse will triage you and advise you on further action to be taken.

If you have a bleeding disorder and happen to attend an ED or another hospital for treatment:

Show your bleeding disorders card to the treating doctor or nurse.

If you don't have your card with you, identify that you have a bleeding disorder to the healthcare professional.

If possible you or a relative should phone the NCC to inform us of your admission/ treatment in ED or in another hospital.

For Patients who attend the Anticoagulation Service

For queries in relation to non- clinical requests: appointments, documentation requests....

Monday- Friday 08:30-17:00

Please call 01-4162637

Fax: (01) 410 3570

Email: ncc@stjames.ie

For non- urgent, clinical queries in relation to upcoming procedures, treatment queries...

Monday-Friday 08:00-17:00

Please call the nurse on 01-4284403 (please leave a message with your name, hospital number or date of birth, contact details and information in relation to your query and a nurse will return your call)

For Urgent Care

In the event of an emergency please go to your nearest emergency department without delay.

Telehealth Patient Information Leaflet



What is Telehealth?

Telehealth is the use of devices such as telephones, computers and mobile phones to access healthcare from a distance (Miller, 2003).

Why has this been set up?

The COVID pandemic has made us change the way we work. We have set up both telephone and video consultations to ensure that we continue to review patients, at a distance, in order to reduce unnecessary attendance in clinical areas and to reduce exposure risks when travelling to the hospital.

How do these clinics work?

The clinical team reviews the individual electronic health records of all patients listed for clinics, in advance. The consultants will decide the most suitable clinic type for each person.

The administration team will then contact the patient to verify that the patient's demographic information is correct and then they will document the patient's preference for communication and to confirm the date and time and type of the consult.

What do I need to partake in Telehealth?

A telephone for telephone calls and a mobile telephone with a camera / computer with camera and microphone for video calls.

A quiet space to limit distractions when engaging for your consultation. Some people may require assistance in the setup of their device.

If you are taking a telephone consultation, we will ring you and verify that we are speaking with the correct person.

For video consultation, a link will be sent by text (or email if you prefer). At the appointment time given, click the link to enter the video consultation.

If you are taking any medication it would be appreciated if you could have either a list of medications or the medications beside you prior to the call so that you provide the healthcare professional with the accurate information.

We also require your pharmacy name address and contact details so that prescriptions can be forwarded.

What if others want to listen/attend the consultation?

We will need to hold the initial consultation with you, the patient. However, should you have a speaker phone and wish others to listen/attend the consultation that is entirely your choice and decision.

Some patients prefer others to listen in to help remember what has been discussed. We are also happy to repeat what has been said to your next of kin with your express consent should you so wish.

If there is another person in the room with you at the time of the consultation, we would ask that you identify this person to us.

After the consultation, you will be sent a written summary of what was discussed.

Patient privacy and confidentiality is maintained throughout remote consultation as it is during a face to face consultation in the clinic.

If you need bloods taken or if you need a prescription, how will this be managed?

Depending on the blood tests to be taken, we will arrange for any blood tests either by your GP, your local hospital or you may be required to attend the NCC. We will contact you directly if any follow up is needed.

Prescriptions from the NCC will be sent to your pharmacy via secure Healthmail.

Who do I contact if I have any concerns? You are always very welcome to contact the National Coagulation Centres (NCC) staff for advice and information. Please find a list of useful contact numbers on the next page.

What if I prefer to come to clinic?

If you feel that you need a face to face consult, please contact the NCC on the numbers overleaf.

What if I miss the call?

If you miss the call, the health care professional will try you again a while later. If you miss this second call you will be recorded as not attending your appointment.

Emergency care

Telehealth is not a means of receiving emergency care. If you require emergency care, please contact the service as listed overleaf.