



**Beaumont Hospital
Patient Information Book**
(A4 version)



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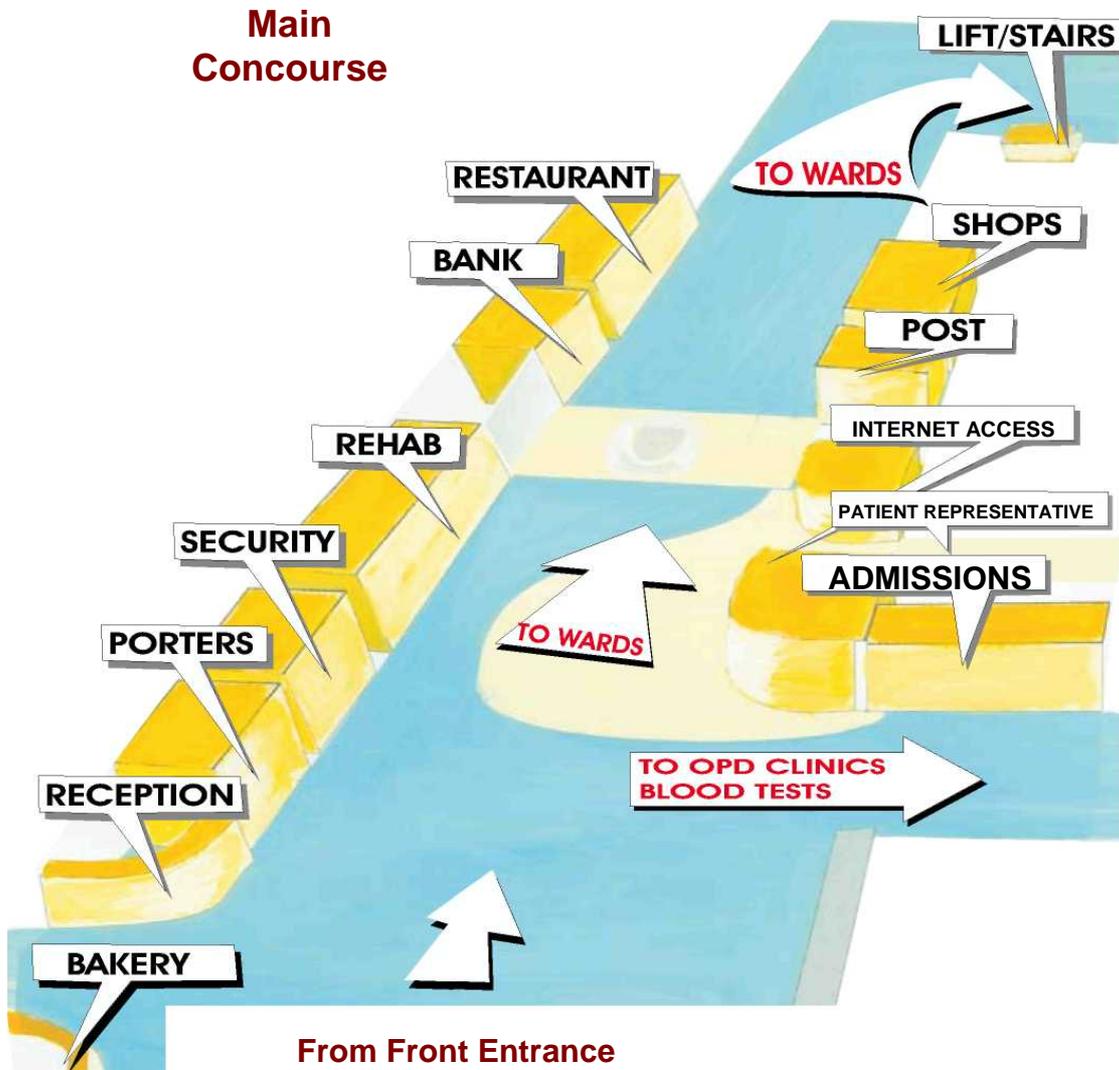
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Beaumont Hospital

Beaumont Road
Dublin 9
www.beaumont.ie
(01) 809 3000

Visiting Hours

Monday–Saturday
1.00pm–4.00pm and 5.30pm–8.30pm
Sunday & Bank Holidays 1.00pm–
8.30pm



Welcome

You are very welcome to Beaumont Hospital. We hope that this guide helps you to learn about the services and resources that are available to you and your visitors.

We provide a broad range of clinical and specialty services and have an excellent reputation for providing high quality care. During your stay, we will treat you as an individual and take your needs into account regardless of your gender, status, race, or age.

We strive to make the hospital safe and welcoming, and we embrace a culture of dignity and respect for all patients and staff.

If you need information or help during your stay, please ask a member of staff, who will be happy to assist you.

Patient Handbook Languages

To help us meet the needs of our diverse patient community, we publish this Handbook in several languages. Please ask Main Reception if the Handbook is available in your language. Phone (01) 809 2530.

Cuir ceist ar an bPríomhoifig Fáilte má tá Lámhleabhar an Othair ar fáil i do theanga. Teil. (01) 809 2530.

Пожалуйста спросите в Главной приемной о возможности Руководства Пациента на вашем языке. Звонить (01) 809 2530.

Prašome pasiteirauti pagrindinėje registratūroje, ar “Ligonių vadovas” yra jūsų kalba. Telefonas (01) 809 2530.

Proszę zapytaj w Głównej Recepcji czy jest dostępna Książeczka Pacjenta w Twoim języku. Zadzwoń (01) 809 2530.

Lai uzzinātu, vai Pacienta Rokasgrāmata ir pieejama Jūsu dzimtajā valodā, lūdzu jautāties galvenajā uzņemšanā. Tālr.: (01) 809 2530.

Va rugam sa intrebati la receptie daca brosură pacientului este disponibilă si in limba dvs. Telefon: (01) 809 2530.

Help With Admissions

The admission process is an integral part of care and treatment. Our goal is to work with you, your family and friends to understand your needs and to help you get settled as quickly as possible.

Admission Arrangements

Patients are admitted to Beaumont Hospital either by Elective Admission (pre-arranged) or Emergency Admission through our Emergency or Outpatient Departments.

If you are an elective patient, you must contact the hospital before you leave home to ensure all arrangements are in place and to confirm bed availability. The numbers to contact are:

- **Monday to Friday 9.00am–5.00pm**
 - Neurosurgery/Neurology Admissions (01) 809 2411
 - Renal Admissions (01) 809 2988
 - ENT (Ears, Nose & Throat) (01) 809 2925
 - General Surgery/Urology etc. (01) 809 2214 or 809 2295
 - If unsure, contact (01) 809 2944

- **After 5pm, all day Saturday and Sunday and on Bank Holidays**, please phone (01) 809 2944 for all admissions.

After your bed has been confirmed, please report to the Admissions Registration Office. To get to Admissions, enter the hospital from the Main Entrance and take the first turn right (see the map on page 2). Admissions registration staff will register your admission and help you complete relevant documentation.

Medical Insurance

On your day of admission, please bring with you as appropriate:

- Medical Card, to include number and review date
- Private Health Insurers plan and number
- Garda Medical Aid plan and number
- E.S.B. number and scheme
- P.P.S. number (Non-EU Nationals)
- Any other relevant insurance details

A daily government levy is charged for the first 10 days of your admission in any 12 month period. A bill will be issued on your discharge. Medical Card holders are exempt from this levy.

All patients, public and private, will be requested to complete and sign the relevant form/s. This enables the hospital to directly bill the medical insurers, if applicable, on your behalf.

Please note that a patient who has attended his or her Consultant in a private capacity or is transferring from a private hospital is deemed to be a private patient.

Requests for Private Rooms

Private patients may request private/semi-private accommodation through the Admission/Registration Office or by asking the Ward Manager. A private patient temporarily placed in a public bed will be transferred to the appropriate accommodation at the earliest possible time. Private accommodation cannot be guaranteed.

What to bring with you

- Personal and Medical insurance information (see above)
- Nightwear
- Dressing gown
- Slippers
- Underwear
- Toiletries (toothbrush, comb, razor, towel, facecloth, etc)
- Long-term medication

What not to bring with you

- Valuables
 - Jewellery
 - Too much clothing (you will have a locker and a small wardrobe, but space is limited)
 - Cash (except a small amount)
 - Electrical equipment, such as radios. (you need the approval of the maintenance staff)
- Please refer to our safekeeping of valuables policy (ask any staff member for assistance).

As the hospital cannot provide a personal laundry service, please make suitable arrangements with relatives or friends. For health safety and hygiene reasons, please do not bring food into the hospital.

Day Ward Admissions

The Day Wards (such as Endoscopy, Cardiology, and Oncology) have arrangements specific to their elective admissions and you will be advised of these arrangements prior to admission.

Bed and Ward Transfers

Due to the demands of providing best medical and nursing care to all patients, it may be necessary to transfer patients from one part of the ward to another or perhaps to other wards or to St. Joseph's Hospital, Raheny. While every effort will be made to keep movement of patients to a minimum, we would be grateful for your full co-operation should you be requested to move. Please remember there may be occasions when other patients are asked to move to facilitate your care.

Relatives Accommodation

Children's Ward limited overnight accommodation is available for parents/next of kin of critically ill children in the Parent's Stay Unit next to St. Raphael's Children's Ward.

IKA Limited overnight accommodation is available in the Irish Kidney Association Hostel for renal patients/next of kin for patients undergoing renal transplants. In some circumstances, accommodation is offered to next of kin of critically ill patients in the ICU.

B&B Accommodation

A list of B&B accommodation in the area of Beaumont Hospital is available from the Ward Sister/Staff Nurse-in-Charge or from Main Reception. Please note that Beaumont Hospital accepts no responsibility for the standards of accommodation.

Your Care in the Wards

After you are admitted, you will be brought to a ward or clinic. This section describes what you can expect from your stay in the wards, where your core healthcare team will provide you with the best quality care.

Your Healthcare Team

Upon arrival in a ward, a nurse will help to settle you in and a doctor will work with you to complete your medical history. You will also receive an information leaflet that contains information about your care in your specific ward. You should feel comfortable asking your doctor or nurse about your condition.

During your stay, your core healthcare team may consist of:

- The nurse on duty, who provides you with your nursing care.
- The nursing manager, who is responsible for ward management and clinical management of care.
- Allied health professionals – physiotherapists, occupational therapists, social workers, and speech therapists, who provide you with their specialist service as necessary.
- Your consultant, the doctor responsible for your treatment while you are in the hospital. Your consultant will supervise your treatment and determine when you are ready for discharge.
- Your medical team, who treat you under the supervision of the consultant.

To help you recognize some of your healthcare team, see page 8.

Diet

On admission, you will be asked about your dietary needs. Once in your ward, you will be offered a daily menu. Some patients, however, may be on a special diet. In general, breakfast is served at 8.00am, lunch at 12.30pm, and tea/dinner from 4.30pm–5.00pm.

For health, safety and hygiene reasons, please do not bring food into the hospital.

Let a staff member help you on your journey through the hospital. Here is how you can recognise some of the staff members who you may come into contact with during your stay on the ward.



Telephone Calls

If someone needs to call you, they should call the ward directly. Please note, though, that calls to the wards are fielded at nursing stations and may call away a nurse from attending a patient. For public telephone information, please see the Services section of this handbook. Mobile phones are permitted in designated areas only (see page 13).

Patient Representatives

Patient Representatives are available to investigate complaints and to offer information and support. They will help to resolve difficulties that may arise in relation to Hospital services. Phone: (01) 809 3234.

Office hours:

Monday–Friday: 8.00am–8.00pm Saturday & Sunday: 10.00am–2.00pm

Comments and Concerns

We hope that your stay is comfortable. Your feedback about your time at Beaumont is important to us, be it praise, suggestions, or concerns.

If you have a concern or complaint, please talk to a member of staff in the clinic, ward or department where the problem arose. Every effort will be made to deal with your concerns or complaint and, where possible, put things right. If your concern cannot be resolved to your satisfaction, you will be connected with the Patient Representative's Office.

Your Right to Information

Personal information is contained on your personal health record. You have a right to access and review that information. Please call Routine Access at (01) 809 2873 for details.

If for some reason your request cannot be granted, you will be notified and can proceed to contact the Freedom of Information Department at (01) 809 2866.

Your Right to Confidentiality

While you are in the hospital, your data will be accessed by a variety of medical, nursing, allied health, and administrative staff. All members of Beaumont Hospital are required by Hospital policy to respect the confidentiality of your data. If you have any concerns in this regard, you may contact the Patient Representatives Office at (01) 809 3234.

Visitors

Visitors are an important part of a patient's day. However, the welfare of the patient must always come first. At times, restrictions may be imposed to ensure the best patient care.

- **Visiting hours must be followed.** Please see the hours below.

Visiting Hours

Monday–Saturday: 1.00pm–4.00pm and 5.30pm–8.30pm

Sunday & Bank Holidays : 1.00pm–8.30pm

Strictly no visiting prior to 1.00pm.

All visitors must leave by 8.30pm.

Local arrangements at ward level can supersede these visiting hours,
Please check with ward to confirm visiting hours prior to visiting.

- Children under 12 should not be brought to visit except where special permission has been granted by the ward sister.
- Visitors are not permitted to bring alcohol to patients.
- Smoking is not allowed in the hospital.
- Please do not visit if you are suffering from colds, flu, diarrhoea, vomiting or other infections.
- Please use the hand gels when entering and leaving the hospital and before entering the ward. Hand gels are located throughout the hospital.
- Please check with ward before bringing flowers, as some restrictions may apply.
- Additional restrictions may be put in place (during outbreaks of infectious diseases, for example).

Preparing for Discharge

After you have been informed of your discharge, please ensure that:

- Arrangements have been made for going home on the morning of discharge **(before 11.00am)**. Please understand that your bed may be required for a patient waiting in the Emergency Department.
- Any valuables being kept for safe keeping are returned to you.
- A medical certificate is issued if required.
- You have prescriptions for any medication your doctors might have prescribed for you on discharge.

Follow up care will be organised and planned in accordance with your needs.

Safety: Everyone's Responsibility

Please help keep Beaumont Hospital a safe place to heal, visit, and work.

Smoking Policy

In line with current legislation, **smoking is prohibited in all areas of Beaumont Hospital.**

For more information, please refer to the Smoke Free Information Leaflet available on every ward. A "Quit Smoking Support Service" is available on request through our Health Promotion Department at extension 2941.

As per hospital policy, please do not smoke outside the entrances to the hospital.

There is a gazebo outside the hospital front-entrance for patients and visitors who wish to smoke.

Fire Safety

We aim to provide an environment safe from the risk of fire and address an outbreak of fire in a manner which will minimise its effects.

If you discover or suspect a fire:

1. Raise the alarm by the operating the nearest break glass unit.
2. Inform a member of staff.
3. Leave the building by the nearest emergency exit.
4. Obey the instructions of hospital staff.

If you hear the fire alarm:

1. Leave the building by the nearest emergency exit.
2. Obey the instructions of hospital staff.

Do not use the lifts. Do not re-enter the building.

Cleanliness / Hygiene

Beaumont Hospital consistently strives towards good hygiene practices.

Please help us maintain a clean, healthy environment for patients and staff:

- Please wash your hands, and use the hand gels before and after contact with a patient.
- Do not place towels or clothing on radiators.
- Do not store belongings (including suitcases) on the floor.
- Remove toiletries from the bathroom after use.
- Do not store food in or on lockers unless the food is in airtight containers.

We thank you for your cooperation. If you have any feedback in relation to hygiene, please contact our Hygiene Coordinator at (01) 852 8183.

Electrical Equipment

Patients and visitors must not bring electrical equipment into the hospital without the approval of the maintenance staff.

Mobile Phones

The use of cellular phones and walkie-talkies can cause life support and diagnostic equipment to malfunction.

- Signs throughout the hospital indicate where mobile phones may and may not be used.
- The use of camera / picture phones is prohibited in the hospital.
- The hospital does not accept responsibility for lost or stolen mobile phones.

Services

Please see the map inside the front cover for the location of these services.

Bakery

A bakery is located just inside the hospital's front entrance.

Monday–Friday: 8.45am–7.30pm Saturday–Sun: 12.00pm–5.30pm

Restaurant

A restaurant is located on the main corridor.

Monday–Friday: 8.15am–7.30pm Saturday–Sunday: 11.00am–5.30pm

Hospital Shop / Gift Shop

The hospital shop and a gift shop are located on the main corridor.

Monday–Friday: 8.00am–9.00pm Saturday–Sunday: 9.00am–8.00pm

Bank and Cash Machine

A Bank of Ireland sub-office is located on the main corridor. A cash machine is next to the bank.

Monday–Friday: 10.00am–12.30pm and 1.30pm–4.00pm

Postal Service

Letters and parcels are delivered to the Wards daily. Postage stamps are available from the gift shop. Stamped letters may be posted in the letterbox on the main foyer. This post leaves the hospital daily at 3.30pm.

Telephones (public)

Public pay phones and card phones are located throughout Beaumont Hospital for the use of patients and visitors. Phone cards are available in the hospital shop.

Beaumont Hospital's telephone number is (01) 809 3000. If you dial 809 before the extension of a ward, the incoming call will go directly to that ward.

Internet

Two Internet access points are on the main concourse, across from the Security Office. One Internet access point is in the Emergency Department waiting area. There are charges for Internet access.

Local Facilities

Three shopping centres are nearby:

- Northside Shopping Centre is on Oscar Traynor Road.
- Omni Shopping Centre is on Swords Road.
- Artane Castle Shopping Centre is on Kilmore Road.

A petrol station and some smaller shops are near the Hospital's front gate (on Beaumont Road). Please see the maps in the back of the booklet for more information.

Special Services

Chaplaincy Services

The Hospital Chaplaincy Department operates on an inter-denominational basis and is staffed accordingly. The department provides a full pastoral care service to patients and their families. The Hospital Chapel is inter-denominational and is located on the ground floor. Phone: (01) 809 2815.

Roman Catholic Services

Ministers of the Eucharist distribute Holy Communion to the wards daily. Mass is celebrated each day in the main Chapel. Also, a small Blessed Sacrament Chapel is in the circular area within the main Chapel. Mass times are:

Beaumont Hospital: Monday–Friday: 1.00pm; Saturday: 7.30pm / Sunday: 10.00am and 1.00pm

St. Joseph’s Hospital: Monday, Friday, Sunday and Holy Days at 10.30am.

Church of Ireland Services

Ordained and non-ordained Ministers are available on a regular basis.

Methodist Services

The Methodist Minister can be contacted at the Chaplaincy Department or through the nursing staff on the ward.

Mosques

The Mosque is on the General Services corridor, on the Ground floor.

Presbyterian Services

The Presbyterian Minister can be contacted at the Chaplaincy Department or through the nursing staff on the ward.

Beaumont Hospital: Monday–Friday: 1.00pm

Saturday: 7.30pm

Sunday: 10.00am and 1.00pm

St. Joseph’s Hospital: Monday, Friday, Sunday and Holy Days at 10.30am.

Interpreters / Translators

If English is not your primary language and you need assistance, please contact a staff member or the Patient Representatives Office (01 809 3234).

Mura bhfuil an Béarla agat mar phríomhtheanga agus má theastaíonn cabhair uait, dean teagmháil, le do thoil, le ball foirne nó le hOifig Ionadaithe an Othair (01 809 3234).

Jei angļu nera jūsu gimtoji kalba ir jums reikia pagalbos, prasome kreiptis i personala arba Pacientu atstovu biura (tel. 01 809 3234).

Dacă engleza nu este limba pe care o cunoașteți cel mai bine și aveți nevoie de ajutor, vă rugăm să contactați un membru al personalului sau al Biroului pentru pacienți (01 8093234).

Если английский не является родным языком для Вас и Вам требуется помощь, свяжитесь с сотрудником отдела представителей пациентов (01 809 3234).

Ja angļu valoda nav Jūsu pamatvaloda un Jums ir nepieciešama palīdzība, lūdzam griezties pie kāda no personāla pārstāvjiem vai sazināties ar Pacientu Pārstāvniecības Biroju (01 8093234).

Jeśli angielski nie jest twoim językiem podstawowym i potrzebujesz pomocy, prosimy o kontakt z personelem szpitala lub z Przedstawicielem ds. Pacjentów (018093234).

For the Hearing Impaired

If you are deaf or hearing impaired and you need assistance, please contact a staff member or the Patient Representatives Office (01 809 3234).

Security

The Security Office is near the main entrance, across from Admissions. For your security, the Beaumont Hospital has a comprehensive CCTV (Closed Circuit Television) system and participates in Hospital Watch scheme.

- If you have an urgent security concern, notify staff or call Security 2110.
- To speak with the Security Manager or Deputy Security Manager, call 2142.
- For parking-related questions, please contact the car park office.

Hospital Watch

- Provides safe environment for patients, staff and visitors.
- Promotes crime prevention awareness among staff patients and visitors.
- Protects against theft and damage.

Lost and Found

Please turn in any found items to your ward or to the Security Office. To locate a lost item, contact Security at 2110 or visit the Security Office across from Admissions, near the main entrance.

Parking

Public car park spaces are available in the multi-storey car park at the front of the Hospital. There is a charge for the use of these facilities. A 24-hour day pass is available on request from the car park office at a set charge.

St. Joseph's Hospital, Raheny

About St. Joseph's Hospital

St. Joseph's Hospital is an acute hospital and provides Medical and Surgical in-patient care, Day Care services, and Outpatient Physiotherapy and Radiology services. The Hospital also has a Rehabilitation Unit. At present, St. Joseph's Hospital can accommodate 69 patients. St. Joseph's Hospital is under the management of Beaumont Hospital Board. The hospital was originally owned by the order of the Sisters of Chambery.

We hope that your stay in St. Joseph's Hospital is as comfortable as possible.

Admission Arrangements

Admission to St. Joseph's Hospital is on an elective basis. That is, your admission date will be pre-arranged. Patients can also be transferred from Beaumont Hospital.

Time of Admissions: Sunday 3–4pm and by appointment on weekdays.

Patients who need to leave the hospital during their stay must request permission from their consultant or nurse in charge. During your stay in St. Joseph's Hospital, some of your tests may be carried out in Beaumont Hospital. Also, in some circumstances, you may be transferred to Beaumont Hospital to continue your treatment, and you may also be transferred from Beaumont Hospital for ongoing treatment in St. Joseph's Hospital.

Wards

This section provides basic information about each ward. More detailed information is available from St. Joseph's Reception.

Unit 1 Surgical

Located on the ground floor, this Unit has 16 beds and 10 day beds. This is a surgical unit providing in-patient and day surgery. Phone: (01) 877 4916.

Day Ward

The Day Ward accommodates six day beds for surgical day procedures. Phone: (01) 8774947.

Unit 2A Medical

There are 19 beds in the Medical Unit and it is located on the first floor. A lift is available for access. Phone: (01) 877 4915.

Rehabilitation Unit

This Unit is located on the first floor and specialises in treating patients who require a period of rehabilitation. There are 18 beds in this unit. Phone: (01) 877 4914. Other facilities include Outpatient Physiotherapy Department, Theatre, X-Ray, Ultrasound and ECG.

We request your co-operation in vacating your room between 9.00am and 10.30 am on the day of discharge.

If you have any problems following your discharge, we would advise you to do one of the following:

- Contact St Josephs Hospital and liaise with the Nursing Staff,
- Contact your G.P., or
- Attend the Accident and Emergency Department of your local Hospital.

Visitors

Visiting time is regarded as an important part of the patient's day. However, patients also require quiet time. Please show consideration for all patients by reducing noise level, respecting privacy, and limiting the use of mobile phones.

Visiting is discouraged at lunch time (12.00pm–1.00pm) and evening meal (5.00pm–6.00pm).

Visitor Accommodations

While there are no overnight facilities for relatives, a list of local Bed & Breakfast establishments is available from Reception.

Safety

Please help keep St. Joseph's Hospital a safe place to heal, visit, and work.

Smoking Policy

Smoking is strictly prohibited in St. Joseph's Hospital. The smoking shelter is outside the main hospital entrance.

Fire Safety

St. Joseph's Hospital has a smoke/fire detection and alarm system. In the event of a fire, please follow instructions from staff.

Daily visiting hours

2.00pm–4.00pm and 7.00pm–9.00pm

Cleanliness / Hygiene

Please help us maintain a clean, healthy environment for patients and staff:

- Please wash your hands, and use the hand gels before and after contact with patient.
- Do not place towels or clothing on radiators.
- Do not store belongings (including suitcases) off the floor.
- Remove toiletries from bathroom after use.
- Do not store food in or on lockers unless the food is in airtight containers.

If you have any feedback in relation to hygiene, please contact the Hygiene Coordinator at (01) 852 8183.

Services

Food / Drink

Vending machines are available for confectionery and soft drinks.

Wheelchair Access

St. Joseph's Hospital provides wheelchair access and has a wheelchair accessible lift. There are also designated parking facilities at the hospital entrance for people with disabilities.

Parking

There are parking facilities in the grounds of the Hospital for patients and visitors. Cars are parked at owner's own risk.

How to get to St. Joseph's Hospital

Location

St. Joseph's Hospital is on the North-side of Dublin city. It is situated on Springdale Road, Raheny, which is approximately 12 km from the city centre. It is convenient to several bus routes and a short walk from Raheny Dart Station.

A detailed map is on page 28 of this booklet.

Transportation

Buses: 17A, 29A, 31, 31A, 32, 32A, 42A. These buses run from Eden Quay and the estimated bus time journey to Raheny Village is 20 minutes.

Trains: Take the DART to Raheny. If you are walking, come out of the Dart station and keep left. Then, take the first left-hand turn and walk for about five minutes. You will see St. Joseph's Hospital on the left.

If you are unsure of the route, please call St. Joseph's Hospital for directions.

Phone: (01) 877 4900.

Maps

Please see the Maps section near the back of this Handbook.

Beaumont Foundation

Beaumont Hospital Foundation is a registered charity and is the official fundraising body for Beaumont Hospital. It aims to inspire and enable fundraising and financial support from the community to promote exceptional patient care at Beaumont Hospital.

For further details you can visit the Foundation's website at www.bhf.ie.

Maps & Directions

Location

Beaumont Hospital is in Northeast Dublin, close to the M50 and Dublin Airport.

Detailed maps are available in the back of this Book.

Transportation

Bus

The following buses serve the Beaumont Hospital area:

16: Via O’Connell St. to Beaumont Rd.

16A: Via O’Connell St. to Beaumont Rd.

17A: From Finglas to Northside Shopping Centre (15 mins walk).

20B: From Eden Quay (subject to change) to the front gates of Beaumont Hospital (10 mins walk).

27: From Talbot St. to Northside Shopping Centre (10 mins walk).

27B: From Eden Quay to Beaumont Hospital.

42A: Some 42A buses go to Beaumont Hospital from Lower Abbey Street (approx one bus per hour).

104: From Clontarf Bus Garage to Beaumont Hospital, and then to Omni Park Shopping Centre, and then to Cappagh Hospital.

Bus timetables are available from the Main Reception, near the Hospital’s front entrance. Also see www.dublinbus.ie for more information.

Taxi

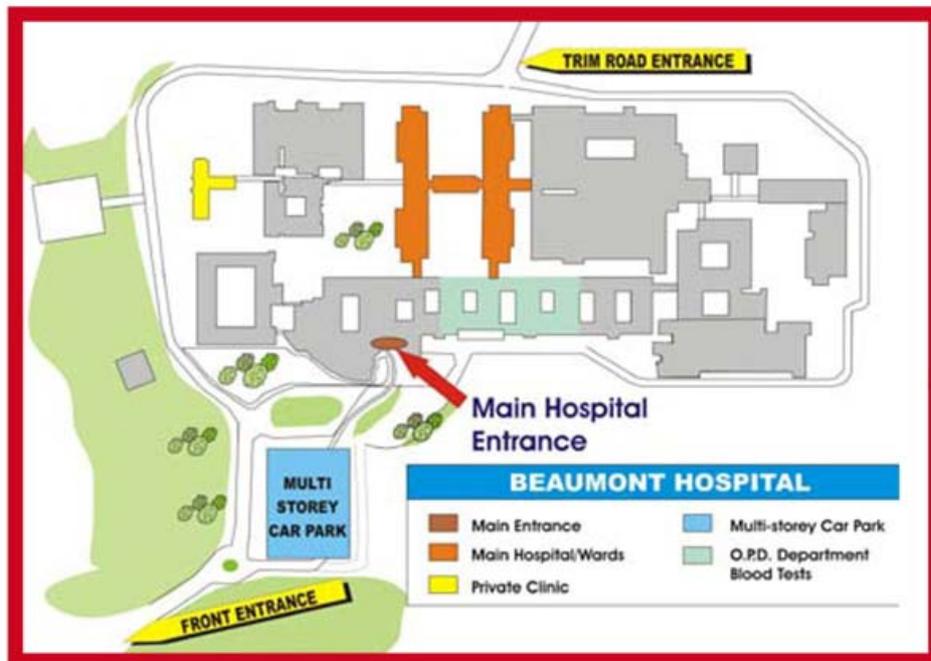
A taxi rank is at the front entrance of the hospital.

Maps

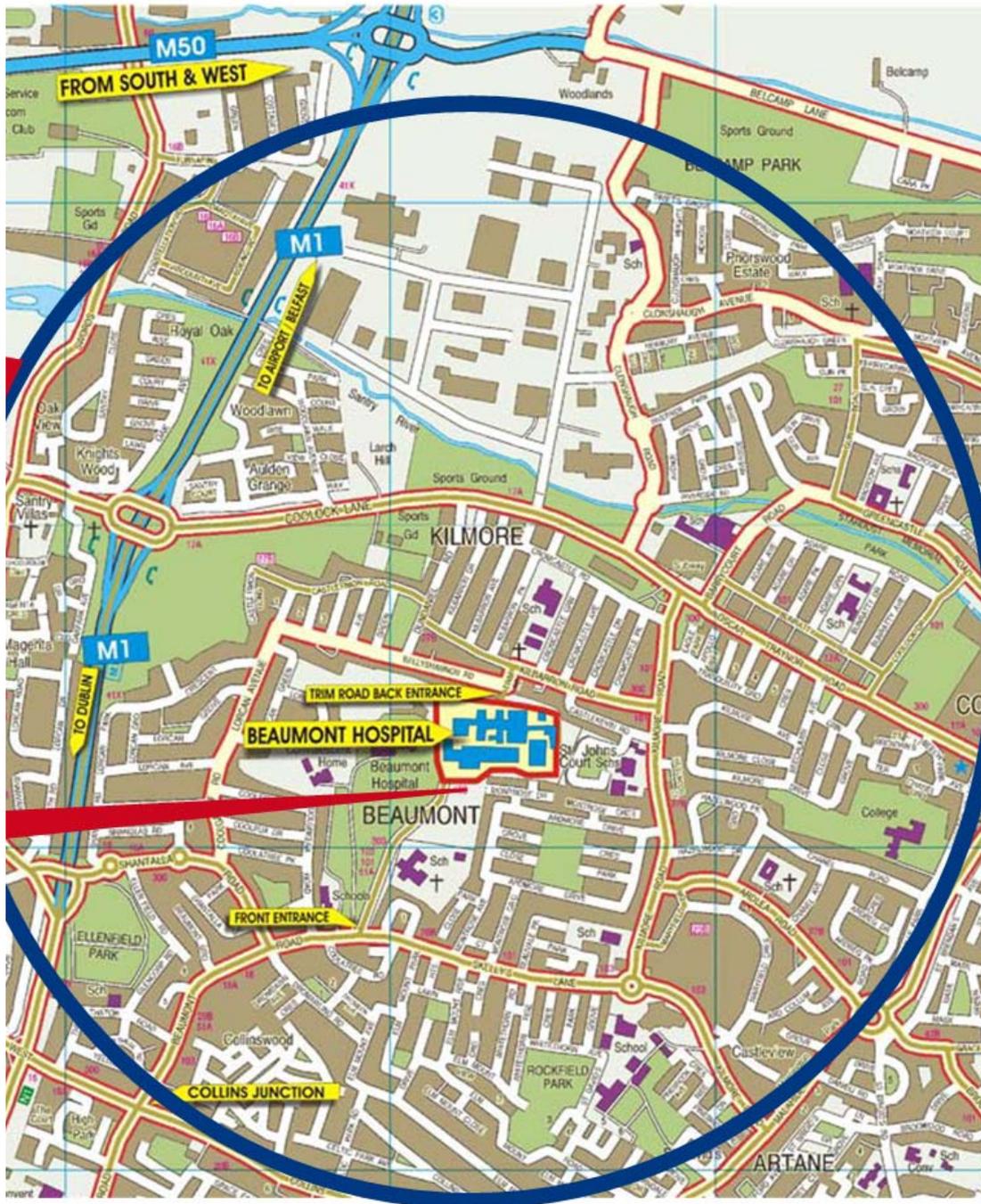
See pages 26-28 of this Book. For more maps and directions, please see www.beaumont.ie.

Directions

See page 28 of this Book. For more maps and directions, please see www.beaumont.ie.



Local Area – Beaumont Hospital



Local Area – Beaumont Hospital and St. Joseph’s Hospital

From Dublin Airport by bus: The 16A bus stops on Beaumont Road, near the Beaumont House Lounge. From there, it is five minute walk to the Hospital’s main entrance gate. Please check www.dublinbus.ie for the most current bus timetables.

From Dublin Airport by car: Take the M1 South. At the Coolock exit, turn left onto Coolock Lane. Then, turn right onto Kilmore Road (opposite the Northside Shopping Centre). Please refer to the maps in this Book or our website (www.beaumont.ie), which will assist you further.

Connolly (Train) Station: The 27B bus goes to Beaumont Hospital. The 27B bus stop is located directly opposite Connolly Train Station.

