



Ospidéal Beaumont  
Beaumont Hospital

# Patient and Family Information Booklet



**Beaumont Hospital**  
P.O. Box 1297  
Beaumont Road  
D09 V2NO  
[www.beaumont.ie](http://www.beaumont.ie)  
01 809 3000

**Beaumont Hospital is a smoke free-campus.**  
**Smoking and Vaping are not allowed in entry  
ways or on hospital grounds.**



## Patient Charter

	What you can expect:	What you can do to help:
<b>ACCESS</b>		
	That the care and treatment provided to you is appropriate, timely and based on your health needs.	Attend all appointments you receive at the scheduled time and let us know if you are going to be late or cannot attend.
<b>SAFETY</b>		
	To receive safe and high quality healthcare, provided with professional care, skill and competence.	Follow the advice given by your healthcare team. Ask questions if you do not understand.
<b>RESPECT</b>		
	To be listened to and treated with dignity, respect and compassion taking into account your personal values and	Treat all staff and other patients with dignity and respect.
<b>CONFIDENTIALITY</b>		
	That your privacy will be respected and your personal information kept confidential at all times.	Let us know if any of your details change or are incorrect so we can update our records.
<b>COMMUNICATION &amp; PARTICIPATION</b>		
	To receive open, timely and appropriate communication and education about your healthcare. To include you in decisions and choices about	Take an active part in discussions and decisions about your care. If anything is not clear and you do not understand, ask questions.
<b>FEEDBACK</b>		
	That any feedback, comments and concerns you raise about the care you receive will be handled sensitively and confidentially and this information will be used to improve services.	Provide feedback that will help us improve the services and the care we provide. This can be done firstly by talking to the manager of the ward/unit or secondly by contacting <a href="mailto:pals@beaumont.ie">pals@beaumont.ie</a> .

# Beaumont Hospital Strategy 2025 - 2030

## Building Excellence in Care, Together

### Our 7 Strategic Priorities

Through this extensive process, we identified seven key strategic priorities to guide our efforts over the next five years:

1. Our Patients
2. Our People and Culture
3. Our Clinical and Corporate Governance
4. Our Physical, Diagnostic and Digital Infrastructure
5. Our National, Regional, and Local Service Profile
6. Our Clinical, Educational and Research Partnerships
7. Our Performance, Productivity and Sustainability



A copy of the hospital strategy is available to read on our website [www.beaumont.ie](http://www.beaumont.ie) click [here](#)

**Welcome to Beaumont Hospital - interpreter, translation and sign language services are available please ask a staff member for assistance**

Fáilte go dtí Ospidéal Beaumont. Tá seirbhísí ateangaire, aistriúcháin agus teanga chomharthaíochta ar fáil. Iarr cúnamh ar bhall foirne le do thoil.	
Bienvenue à l'hôpital Beaumont. Des services d'interprétation, de traduction et de langue des signes sont disponibles. Veuillez vous adresser à un membre du personnel pour obtenir de l'aide.	
Willkommen im Beaumont Hospital. Wir haben Intrepeter, Übersetzungs- und Gebärdensprachdienste stehen zur Verfügung. Bitte wenden Sie sich an einen Mitarbeiter, wenn Sie Hilfe benötigen.	
Witamy w szpitalu Beaumont. Dostępne są usługi tłumacza ustnego i pisemnego oraz języka migowego. Prosimy o kontakt z personelem w celu uzyskania pomocy.	
Ласкаво просимо до лікарні Бомонт. Доступні послуги перекладача, письмового перекладу та жестової мови. Будь ласка, зверніться по допомогу до співробітника.	
Bienvenidos al Hospital Beaumont. Disponemos de servicios de interpretación, traducción y lengua de señas. Si necesita ayuda, por favor, solicítela a un miembro del	
ब्यूमोंट अस्पताल में आपका स्वागत है - दुभाषिया, अनुवाद और सांकेतिक भाषा सेवाएँ उपलब्ध हैं। कृपया सहायता के लिए किसी स्टाफ सदस्य से	
Bun venit la Spitalul Beaumont. Sunt disponibile servicii de interpretare, traducere și limbaj mimico-gestual. Vă rugăm să solicitați asistență unui membru al personalului.	
Bem-vindo(a) ao Hospital Beaumont. Serviços de interprete, tradução e língua gestual estão disponíveis. Por favor, solicite assistência a um membro da equipe.	

**Additional language support or assistance is available.**

# Welcome To Beaumont Hospital

## Welcome to Beaumont Hospital

This booklet will provide you with useful information about your stay in hospital. It contains important information on services and facilities which are available as well as important information about the hospital.

Should you have any queries or concerns please talk to any member of your healthcare team, who will be happy to help.

## You and Your Healthcare Team

During your stay, you will be admitted under the care of a senior doctor called a consultant and you will be told who that consultant will be. Each consultant has a medical team and they will carry out regular ward rounds where you will be able to ask questions if you need to. You and/or your family can arrange to speak with a member of this medical team, ask your nurse who can co-ordinate this for you.

The consultant responsible for your care may change during the course of your admission, or each admission, depending on your needs and you will be informed of this change. If you are unsure which consultant is responsible for your care, please talk to a member of staff who will be happy to assist you.

## Checklist

What I need to bring with me:	<input checked="" type="checkbox"/>
<b>A list of all medication I am taking ( including supplements and over the counter medication)</b>	
<b>Nightwear (including a dressing gown)</b>	
<b>Footwear (well fitted and non-slip)</b>	
<b>Comfortable leisurewear (e.g. tracksuit)</b>	
<b>Underwear</b>	
<b>Mobility Aids / Wheelchair (if applicable)</b>	
<b>Glasses, dentures, hearing aids (if applicable)</b>	
<b>Toiletries (including shower gel/soap, toothbrush,</b>	
<b>Towels (hand, bath, facecloth)</b>	
<b>The hospital cannot accept responsibility for loss or damage of any personal property.</b>	



## What to Expect

After you are admitted, you will be brought to a ward or a waiting area. The ward or unit is where your core healthcare team will provide you with most of the care during your stay. Single rooms are not guaranteed as these are required for clinical reasons such as isolation and/or end of life care.

From time to time, you may be brought to other areas of the hospital for tests or procedures. It may be necessary to move you from one part of the ward to another or to a different ward, due to the demands of providing the best care to all patients. Whilst every effort is made to keep transfers to a minimum, this may change, for example, for infection control reasons.

Upon arrival to the ward, a nurse will help you settle in and familiarise you with the area. You will be asked to confirm details such as your name and date of birth on multiple occasions. This is to ensure that you receive the correct care at all times.

### **Day Ward / Day Unit / Day of Surgery Admissions (DOSA):**

Some specialist areas of the hospital (such as Endoscopy, Cardiology or Oncology) and Day of Surgery Admissions (DOSA) may have specific arrangements or waiting areas, where you will be seated prior to having a procedure or treatment. You will be advised of this prior to your admission.

## Visiting



### Visiting Times:

**Afternoon:** 2.00pm - 4.00pm (Monday - Sunday)

**Evening:** 6.00pm - 8.00pm (Monday - Sunday)

Visiting arrangements may be amended or suspended if there is a risk of any infection on the ward or in the hospital.

Visiting by children under the age of 16 years will only be permitted for exceptional and compassionate grounds.



### Diet & Meal Times:

On admission, you will be asked about your dietary needs.

Once in your ward, you will be offered a daily menu. Some patients may be on a special diet, and our healthcare team will help you with this.

Meal times can vary from ward to ward but generally are:

**Breakfast:** 7.30am - 8.30am

**Dinner:** 12.15pm - 1.30pm

**Tea:** 4.15pm - 5.30pm

If you have missed a meal because of fasting / gone for tests, please let a member of staff know so that we can get you a replacement meal.

Light refreshments will be given to you throughout the day (including morning and evening tea/coffee), with snacks available on request.

## Facilities



**ATM:** Located on the main corridor.

**Shop and Coffee Shop:** Located on the main corridor, open 7 days a week:

**Monday to Friday:** 7.00am - 8.00pm

**Saturday, Sunday & Bank Holidays:** 9.00am - 6.00pm

**Vending Machines:** Located throughout the hospital.

**Wi-Fi:** Freely available in all wards:

BeaumontFreeGuestwifi



### Religious & Pastoral Care:

The Hospital Chaplaincy Department is inter-denominational. It provides a full pastoral care service to patients and their families on a 24-hour basis. The Hospital Chapel is inter-denominational. It is located on the ground floor.

Contact: 01 809 3329 (Office)

01 852 8164 (Chaplain on Duty)

or

Email: [chaplaincy@beaumont.ie](mailto:chaplaincy@beaumont.ie)

More information is available on the hospital website  
[www.beaumont.ie](http://www.beaumont.ie).

## Your Healthcare Team

You may meet numerous people during your stay in the hospital. This includes nurses, doctors, physiotherapists, dietitians, porters, phlebotomists, cleaners, administration staff and other healthcare workers.

Our staff members should be wearing a hospital ID card at all times so they are easily identifiable to you.

If you do not see an ID card please do not hesitate to ask.



Our staff members should introduce themselves clearly to you and may also wear a name badge to assist with communication.

# **hello** my name is...

## Identifying Your Healthcare Team

Your consultant, doctors and some other healthcare workers wear regular, work appropriate clothing. Other members of your healthcare team wear uniforms and scrub suits. Security staff will be clearly identified with security labelled safety wear.



Staff Nurse



Student Nurse



Clinical Nurse Manager (CNM)



Nurse Specialist



Healthcare Assistant



Clinical Nurse Manager 3



Theatre Staff



Advanced Nurse Practitioner (ANP)



Porter



Cleaning Services (Bidvest Noonan)



Catering



Household



Physiotherapy



Occupational Therapy



Speech & Language Therapy



Nutrition & Dietetics

## Ensuring Your Safety

### **During your stay:**

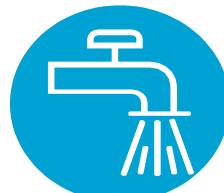
- If you have any worries or concerns during your hospital admission, please do not hesitate to ask a member of the healthcare team for assistance.
- Mobilising is important for maintaining physical and mental wellbeing. Mobility can help reduce muscle weakness and improve circulation.

### **Infection Prevention and Control:**

- You may be required to move to another ward or area to prevent the spread of infection to you or other patients.
- Additional precautions such as masks or gown wearing for staff or visitors may be required to provide additional protection (masks are available if required).
- Visiting restrictions or change of visiting times may be applied to prevent the spread of infection.
- Hand Hygiene should be carried out at every opportunity. Hand gel and hand wash basins are available throughout the hospital. Hand wipes will be available to you at each mealtime.



## **CLEAN HANDS SAVE LIVES**



## **On admission, you will be asked questions related to infection control:**

- You will be asked if you have a fever (high temperature), cough or diarrhoea.
- You will be asked about all your vaccination status.
- You may be asked to have a swab of the nose, throat, or back passage. This is to check for signs of infection.

## **Please inform us if:**

- You or someone close to you has/had vomiting or diarrhoea in the last 2 weeks.
- Your or someone close to you has/had a cold or flu in the last 2 weeks.
- If you have ever had or been told you have MRSA or CPE.
- If you have tested positive or had symptoms of Covid-19 over the last 2 weeks.

## **Preventing Falls in Hospital:**

Whilst you are in the hospital you may be at a higher risk of falling. There are several reasons why this may be, including the effect of medication or procedures, confusion caused by illness or being in unfamiliar surroundings. More information is available in the Falls Prevention leaflet, ask your nurse for a copy.



You will be assessed for your risk of falling. If you are assessed as a risk of falling we will develop a care plan with your input to reduce the likelihood of you falling.

### **It is important to remember:**

- Use your call bell if you need to get out of bed or require help.
- Avoid stretching or bending to reach things.
- Get out of bed **slowly**.
- Wear your footwear when out of bed. Make sure they fit well and are non-slip.
- **Do not** walk around in your socks.
- Let us know if you experience dizziness, blurred vision or feel faint or weak.
- Always use your walking aid (if needed) as advised.

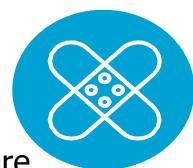


For more information on falls prevention visit the HSE website  
[www.hse.ie](http://www.hse.ie) click [here](#)

## ***Call, Don't Fall***

### **Preventing Pressure Ulcers:**

A nurse will assess your risk of developing a pressure ulcer while you are in hospital. A pressure ulcer is damage to the skin and surrounding tissue. You may be at greater risk of developing a pressure ulcer if you are confined to bed with illness or if you cannot move due to injury, paralysis or after a procedure. Being over 70, poor diet and dehydration as well as your general health can also increase your risk of developing a pressure ulcer.



The most common places to develop a pressure ulcer are your backside (sacrum), your heels, your hips, and your elbows, but they can also occur elsewhere.

Where possible, we try to encourage you to keep mobile, even in bed with regular turning. We will help you change position or move if you need assistance. Sometimes a special mattress and/or devices such as a cushion or boots may be required to help avoid any damage to your skin.

If you are uncomfortable please let a member of staff know and they will assist you.



### **Preventing Blood Clots:**

Your risk of developing blood clots will be assessed on admission to the hospital and you may be given tablets, special stockings to wear or an injection (usually into the tummy) to reduce your risk of developing a clot. Ask a member of your healthcare team if you have any questions.



A thrombosis alert card with information about signs to watch out for is available on the HSE website [www.hse.ie](http://www.hse.ie) click [here](#)

***Stop that Clot***

### **Fire Safety:**

For everyone's' safety, smoke and fire detection systems are fitted throughout the hospital.



In the event a fire alarm sounds, do not panic. A member of staff will instruct you on what to do next. You will be directed to the nearest emergency exit or a safe place if you are mobile or if required, you will be assisted by staff. Do not collect your belongings and do not return to the ward or hospital unless directed to do so by a member of staff.

If you discover or suspect a fire, please raise the alarm and inform a member of staff immediately.

### **Security:**

Our staff have the right to work without fear of violence, harassment, discrimination or abuse. We have a zero tolerance for such behaviours. If your behaviour is inappropriate you may be escorted from the hospital and An Garda Síochána can be notified.



Security staff are on duty throughout the hospital 24 hours a day with a CCTV system in place for the safety of staff, patients and visitors.

***Your Safety, Our Priority***

## Medication

### About your medication:

You will be asked for an up-to-date list of the medicines you use regularly at home. To ensure your safety and to provide you with the best possible care, it is important that you, or someone caring for you, has provided your healthcare team with information on any allergies or side effects to medication you may have. To help you keep an up-to-date list that you can show to your healthcare team, you can download and print or electronically complete a '**My Medicines List**'. You can also ask a member of staff for a copy.



### While in hospital:

Any medicines given to you will be provided by the hospital during your admission. If you have any of your own medications with you, please inform the nurse looking after you, so that they can arrange collection by someone at home or lock these away securely. You must not take any of your own medications while in hospital unless agreed with and supervised by nursing staff.

### Questions or concerns about your medication:

If you have any questions or concerns relating to your medication please keep a note of these and raise them with a nurse, doctor or pharmacist.



### **Know Your Medication (Key questions to ask):**

- What medicines do I need to take and what is it/they for?
- How should I take each medicine and how will I know if it's working?
- How long should I take each medicine, and when should it be reviewed?
- Have any medicines been added, stopped or changed and if so, why?
- What side effects do I need to watch out for, and what should I do if they occur?
- For other questions you may wish to ask about your medication, download the **HSE 5 moments of medication safety**



## **Know. Check. Ask.**

### **Health Promotion**

#### **Health Promotion Department:**

The Health Promotion Department provides a health promotion service for patients, staff and local community.

#### **Helping You Quit:**

A Quit Smoking Service is available. Call 01 809 2941 or please ask to be referred. For more information and support to Quit Smoking log on to [www.quit.ie](http://www.quit.ie)



### **Making Healthy Choices:**

Cutting down or giving up alcohol can have many benefits for your health, relationships and general wellbeing.



### **Eating for Wellness:**

Eating a healthy, balanced diet is an important part of maintaining good health, and can help you feel your best.



If you have any questions about your diet whilst in hospital or being discharged home, please ask a member of your healthcare team and they will assist you.

## **Neurodiversity**

Beaumont Hospital strives to accommodate additional support needs for patients with neurodiversity or sensory sensitivities where possible.



The access officer is a designated person to assist patients in accessing additional support. Should you wish to contact this person, please contact PALS on 01 809 2324 or email [pals@beaumont.ie](mailto:pals@beaumont.ie) and they will assist you with this.

Both out-patient and in-patient settings can be noisy, bright and full of stimulation. If you have ways of soothing yourself, like sunglasses, earphones, personal music devices, a soft touch item, please consider bringing them with you.

## Going Home

### Planning your discharge:

From the time you arrive in hospital we will begin to plan to get you home or to the next level of care facility.



Evidence shows that people recover better at home when their treatment in hospital is complete and they are ready to leave. We know you don't want to be in hospital any longer than necessary, so we will work with you to avoid delays.

For some people returning home, even temporarily may not be an option. You may require a different type of care after your hospital stay and if you are in this position the options will be discussed with you.

### Day of discharge:

On the day of discharge we will aim to discharge you in the morning before **11am** but this might not always be possible.



More information is available in the Beaumont Hospital Patient Discharge Leaflet (ask your nurse for a copy).

### What I need to get home safely:

You will likely need to be collected or to arrange transport to get home. There may be an occasion where you are being transferred to another health facility. If this is the case transport will be arranged for you and we will keep you



A member of your healthcare team will speak with you if there are changes or new medications needed after discharge.

A letter will be sent to your GP which will include a summary of care provided to you and changes to your medications. If you have any questions about your discharge or medications ask a member of your healthcare team.

Letters may be sent to other healthcare services such as a Public Health Nurse (PHN) if required for your follow-up. A copy of the letter or some additional leaflets may also be provided to you.

There is a helpful checklist for going home on the next page.



***Your journey home, your  
path to recovery***

## Check before you leave:

Have I got ...?	<input checked="" type="checkbox"/>
All my belongings	
My keys to get into my house	
A way to get home safely - you may need to arrange collection	
A follow-up appointment (if required)	
Advice on wound or dressing care (if required)	
A copy of my prescription(s) and instructions about my medication	
Someone to go through changes to my medication	
Certificate for work (if required)	

**Ask a member of staff if you have any questions**

Know Your Medication:	<input checked="" type="checkbox"/>
What medicines do I need to take and what is it for?	
How should I take each medicine? e.g. with food	
How will I know the medicines are working?	
How long should I take each medicine?	
When and by who will my medicines be reviewed?	
Have any of my medicines been changed? And why?	
What side effects do I need to watch out for?	
What do I do if I have a reaction?	

**Medications are not supplied by the hospital on discharge**

## Getting Here and Getting Around

### Car Parking:

All public parking is in the multi-storey car park which has a hourly rate and a daily rate. A 24-hour day pass is available on request from the car park office at a set charge. We suggest you give yourself plenty of time to secure parking and ensure you are on time for your appointment.



Disabled parking spaces are available in the multi-storey car park. There are three set-down spaces available at the front of the hospital for dropping and collecting patients. This area is monitored and controlled by our Security Department.

### Public Transport:

Bus routes that service Beaumont Hospital directly are:

- **27B** (majority of buses - check timetable)
- **N6**
- **17A**
- **104**



Route that passes just outside the hospital grounds on Beaumont Road, and a short walk away is: **14**

For more information on routes or timetables, please refer to the Transport for Ireland (TFI) website. TFI Live Mobile App, or the electronic display boards just beside main reception.

### Taxi:

There is a Taxi Rank in the set-down area in front of the main entrance to the hospital.



## Directions

Plan your journey effectively using our [WayFinding App](#) designed to help you get where you need to go quickly and with confidence click [here](#)



### Directions to Key Areas:

**OPD:** OPD corridor starts just past the main reception desk on the right hand side.

**Rehabilitation:** (*Physiotherapy, Occupational Therapy, Speech and Language Therapy*) - The Rehabilitation Department is located on the ground floor, on the left hand side just past main reception, but before crossing the glass corridor on the main mall.

**Endoscopy:** Located on the lower ground floor, take the lift or stairs down from the main hospital corridor and head in the direction of Endoscopy Unit or St. Raphael's Ward signposted.

**Day of Surgery Admissions (DOSA):** Day of Surgery Admissions is located on the lower ground floor. Take the lift or stairs to the lower ground floor and follow the directions for theatre / DOSA.

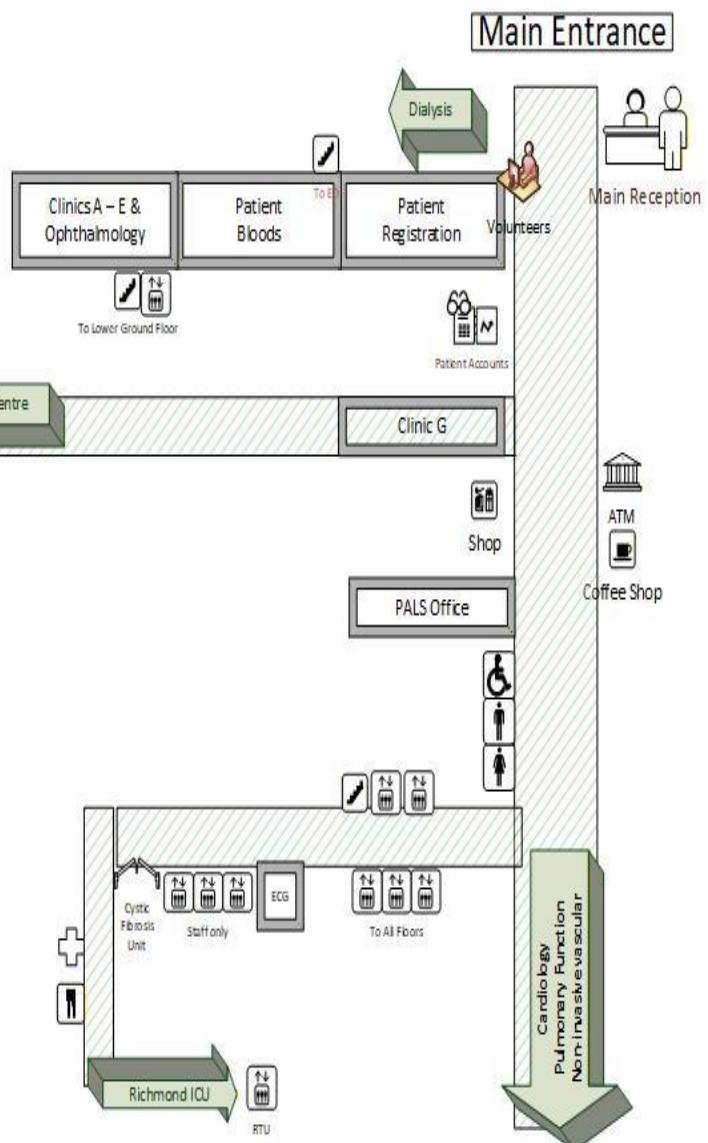
**E.D.:** The Emergency Department is located on the lower ground floor. Access to the ED is via the ED entrance located on the outside of the hospital.

**Radiology:** X-Ray, CT (Computed Tomography), MRI (Magnetic Resonance Imaging), US (Ultrasound) and Mammo (Mammography) are located on the lower ground floor. Take the lift or stairs down from the main hospital corridor and follow the signposts to Radiology.

**Finbar's Ward & Cardiology Day Ward:** Located on the ground floor, on the left side of the corridor just past the lifts and stairs in the main corridor.

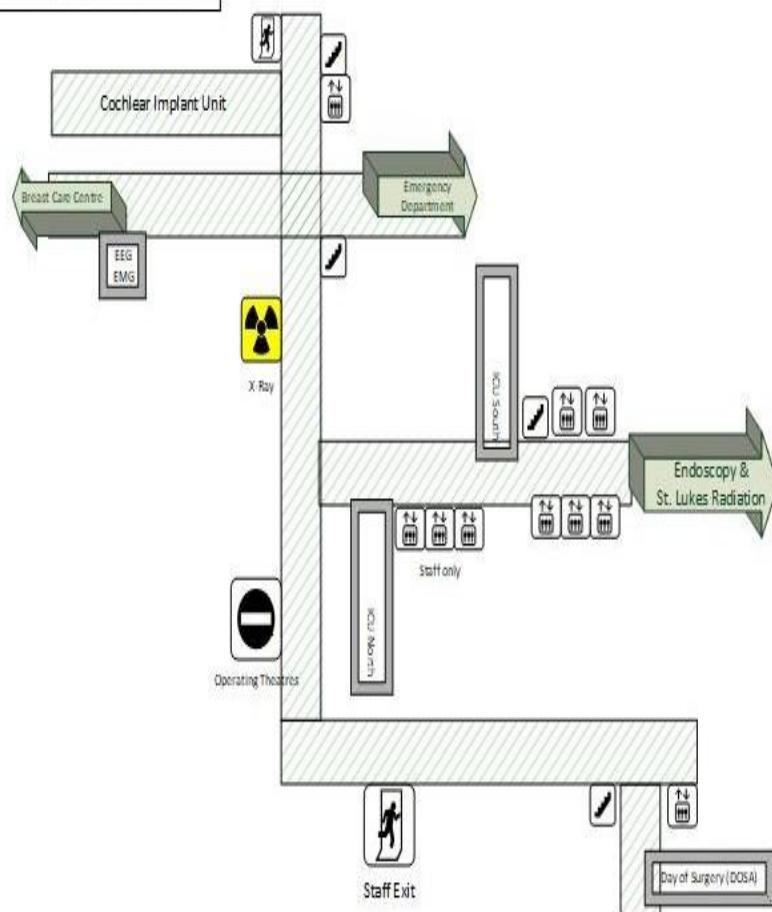
## Hospital Map

### Ground Floor



## Hospital Map

### Lower Ground Floor



## Your Data, Your Privacy, Your Rights

In order to provide you with the most effective care we will need to collect and process personal data about you such as:

- Your name
- Address
- Date of Birth
- Contact Details
- GP Details
- Who to contact in case of emergency
- Financial details (e.g. health insurance)
- Clinical Information (diagnosis, treatment, procedures, reports))
- 24 Hour CCTV (in public areas)



Information can be collected from directly talking to you, from your GP, other healthcare facilities and your family.

### **Under the Freedom of Information Act 2014 you have the right to:**

- access records held by the hospital
- have your personal information corrected or updated where such information is incomplete, inaccurate or misleading
- be given reasons for our decision that affect you
- make a complaint to the Data Protection Commission, 21 Fitzwilliam Square, Dublin 2 -Telephone: Lo Call 1890 437 737 / 01 7650100

For more information on the Act visit our website [www.beaumont.ie](http://www.beaumont.ie).

### **How can I access my personal records?:**

If you wish to get a copy of your records you can send your request in writing or complete the Subject Access Form click [here](#) for more information.

## **Your Right to a Second Opinion**

In Ireland, patients have the right to seek a second medical opinion. Beaumont Hospital as well as the Health Service Executive (HSE) support and encourage second opinions, particularly in cases involving serious diagnoses, complex treatments, or uncertainty.

Your consultant may also seek a second opinion from their colleagues to ensure the best care and treatment is being provided to you.

If you would like a second opinion:

- You can ask your nurse or doctor to get a second opinion.
- Your doctor(s) will respect this request and facilitate it where possible, including sharing relevant records.
- Second opinions may help to confirm a diagnosis, offer alternative treatments, or simply provide reassurance.
- In urgent situations, treatment may proceed without delay, but second opinions are still available where appropriate.
- Our Patient Charter affirms that you have the right to information and to participate fully in decisions about your care.
- You are encouraged to discuss any concerns with your care team openly and you are entitled to clear, honest information about your options.

## Hospital Volunteers

The 'Meet & Greet' volunteers serve as the first point of contact for individuals entering the hospital. Their primary role is to offer a warm and friendly welcome and assist patients and visitors in finding their way to various departments.



This support is especially beneficial for those who may be unfamiliar with the hospital layout or who require additional assistance, such as assistance to contact a relative or bring the patient to the taxi rank for example, helping people who require wheelchairs to reach their destination and ensuring patients are in the right place for services.

The volunteer service operates Monday through Friday from 9:00 to 12:00 and 1:00 to 4:00 and they will be clearly identifiable by their pink vests and name badges.



*Our 'Meet & Greet' Volunteers*

## Questions or Feedback

If you have any questions or concerns please ask a member of staff who will be happy to assist you. If you are having difficulty or wish to make a complaint, ask to speak to the manager / nurse in charge on your ward. If you are still unhappy, you can speak with our Patient Advisory Liaison Service (PALS) on 01 809 3234 or email [pals@beaumont.ie](mailto:pals@beaumont.ie). A PALS information leaflet is available [here](#).

Patient Advocacy Service is a free, independent and confidential advocacy service for patients of public health hospitals. This [link](#) directs you to Patient Advocacy sites that you may find useful.

Your feedback is important to us, both on what works well and what needs improvement. We would appreciate if you could take a few minutes to complete a questionnaire by accessing the QR code below.



## Personal Notes

## Personal Notes

## Personal Notes



Ospidéal Beaumont  
Beaumont Hospital

## Contact Us:



Call Us:  
01 8093000



Email Us:  
[info@beaumont.ie](mailto:info@beaumont.ie)



Write to us:  
Beaumont Hospital  
P.O. Box 1297  
Beaumont Road  
Dublin 9  
D09 V2NO



Visit our website:  
[www.beaumont.ie](http://www.beaumont.ie)

The information in this booklet is liable to change.  
Please check the hospital website  
[www.beaumont.ie](http://www.beaumont.ie) or contact the hospital directly  
on 01 8093000 if you have any questions.

Date approved: December 2025  
Approved by: Patient Engagement Committee  
Version No.: V 1  
Review date: December 2028