



PATIENT CHARTER

Barringtons Hospital strives to ensure that we meet the needs of all our patients through the implementation of our values set down in our mission statement. The patient charter ensures patient's needs are met in line with the hospitals core values.

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1. Access to Hospital Services

Upon receipt of referral from your family doctor or Consultant you can request that your condition be reviewed by a Consultant with admitting privileges at Barringtons Hospital. When a recommended medical procedure is not available at the hospital, you will have the right to ask your Consultant to transfer you to where the procedure is available. You have the right should your admission be cancelled by the hospital to be given 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 a cancellation, to be given a new appointment for an early date and to be treated on a priority basis.

Barringtons Hospital is a private hospital with specific budgetary constraints. In line with hospital policy all patients must have sufficient healthcare insurance or financial resources to cover the cost of their treatment. Every effort is made to facilitate patient's financial circumstances.

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; to be given an individual appointment time to be seen by the Consultant or clinical staff as appropriate. We aim to keep patient waiting times for treatment to a minimum however please inform the hospital directly should your condition change. You have the right, should your appointment at an outpatient 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 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 your 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 tests and x-rays, the purpose, method, likely duration and expected benefit of the proposed treatments, 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 process for granting of consent. The consent form you are asked to sign should clearly state the nature of the procedure 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.

9. Quality & Standard of Care

You have the right to access high quality healthcare services on the basis of the specification and observance of industry standards. You have the right to freely choose from among different treatment procedures on the basis of adequate information. You have the right of access to healthcare services and treatment that meet high safety standards.

10. 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 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.

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. We have detailed complaint procedures in place which is available throughout the hospital and on our website. You have the right, where your complaint is not resolved to your satisfaction, to have the matter referred to the hospital's complaints committee. The hospitals complaints procedures are without prejudice to your statutory rights.