



Tallaght University Hospital Patient Charter

Our Patient Charter is based on the National Healthcare Charter. It focuses on the things that matter most in your care: Access, dignity and respect, safety, good communications, involvement, privacy, better health and accountability.

This Charter explains your rights and your responsibilities when you are a patient in Tallaght University Hospital (TUH). It also reflects our CARE values: Care values, Collaboration, Achieve, Respect and Equity.

It tells you:

- What you can expect from us as we work to provide safe, timely and effective care
- How you can help us to deliver the best possible service for all patients.

Access:

We will provide fair and access to the Hospital and its services.

What you can expect:

- Access to hospital care when you need medical or surgical treatment. If it is not an emergency, you may be placed on a waiting list.
- Clear information about your appointments and treatment plan.
- Information about any Hospital Charges.
- Information about being referred or transferred to another public health and social care service. If the treatment you need is not available here or if another service is better suited to your care.

What you can do:

- Keep your contact details up-to-date date. Tell us if your address, phone number or email change.
- Let us know if you cannot attend your appointment or if you will be late.
- Arrive on time for your appointment.
- Tell us in advance if you have any special needs, such as alternative ways of communicating.
- Ask your healthcare team how long you may need to wait for appointments, tests or treatments.
- If you are on a waiting list and worried about your condition, speak to your GP. They can request a review by your hospital consultant.
- Always bring a list of your current medications and any helpful medical information when attending the Hospital.
- Pay your Hospital bill on time. If you are having difficulty you can speak to the Accounts Receivable team on (01) 414 3697 between 10am and 12:30pm Monday to Friday.

Dignity & Respect:

We treat all patients, staff and visitors with respect. We value all cultures, beliefs and backgrounds. .

What you can expect:

- Care that respects your culture, beliefs, values, age, gender, sexual orientation, faith, political views or disability.
- Kind, compassionate and respectful treatment.
- Dignified and comforting end-of-life care, if needed.
- To have people who are important to you. If visiting is restricted, special arrangements can be made. The Hospital supports John's Campaign for extended visiting in certain cases.

What you can do:

- Treat staff and other patients with dignity and respect. Abuse or harassment of any kind will not be tolerated.
- Respect other patients' property and hospital property.
- Follow hospital rules and staff guidance.
- Give honest feedback about your care.
- Tell us if you would like to speak with Pastoral Care or other support services.

Safe & Effective Services:

Your care will be provided safely and professionally by trained staff.

What you can expect:

- Skilled, competent and professional treatment.
- Care delivered in the safest possible way.
- Treatment that is informed, appropriate and based on clinical need.
- Smooth transitions when moving between services.
- Visits from family and friends during set visiting times.

What you can do:

- Share any information that may help with your care.
- Ask for a chaperone during examinations or procedures if you wish.
- Have someone with you for emotional support, if you choose.
- Follow the agreed treatment plan. If something is unclear, ask for it to be explained again.
- Take your medication correctly and ask if you have any questions.
- Help prevent infection by cleaning your hands with soap and water or alcohol hand gel regularly but especially after using the toilet and before eating. Tell staff if you have diarrhoea, vomiting or flu-like symptoms.
- Ask staff to clean their hands before examining you if you think they have forgotten.
- Do not visit other patients if you are unwell.

Communication & Information.

We will communicate clearly, honestly and respectfully.

What you can expect:

- To know the name and role of the staff caring for you, including your consultant.
- Clear, understandable information with time to ask questions.
- Information about what will happen on the day of our treatment or procedure.
- To be involved in decisions about your care and discharge.
- Honest communication if something goes wrong.

What you can do:

- Tell us if you need help with communication or interpretation.
- Ask questions to help you to understand your health and treatment.
- Tell staff if you have concerns about your care or treatment.
- Provide accurate information about your health, contact details, GP and insurance or medical card.
- Tell us who to contact in an emergency.

Participation:

We will involve you in decisions about your care. You may also involve your family or support person.

What you can expect:

- To take part in decisions about treatment, as much as you choose.
- To involve your family, carer or support person if you want.
- To give informed consent before any procedure, with clear information about risks and benefits.
- To be told if students involved in your care and to give permission before they examine you.

What you can do:

- Prepare questions or share concerns you have about your health with your healthcare team.
- Ask about your treatment plan before and after discharge.
- Make sure you receive and understand the results of tests or procedures.
- If having surgery, confirm with your surgeon that everyone involved understands the planned procedure.
- We protect your privacy and keep your personal information confidential.

What you can expect:

- Your personal information will be kept private and secure, and only shared with those involved in your care.
- Your information may be accessed used for audits to help improve services.
- Privacy during examinations, treatment and discussions about your care.
- Access to your health information when requested. If some information may cause harm, it will be shared with you through a health professional.

What you can do:

- Tell us if you feel your privacy is not being respected.
- Respect the privacy of other patients and staff.
- Do not look for or share information about other patients.

- Do not take pictures, videos or recordings without permission from hospital staff.
- Only bring essential belongings to the Hospital. Storage space is limited and it is important to be able to clean the environment around you.

Improving Health

We aim to support your health, prevent illness and help you manage long term conditions.

What you can expect:

- Strong infection prevention measures.
- Information and support to help you stay healthy.
- Advice on managing existing health, conditions.
- Opportunities to take part in national screening programmes.
- Information about rehabilitation services where appropriate.

What you can do:

- Learn about ways to your health and ask your healthcare team for advice.
- Monitor your health and report any changes.
- Seek support from community groups or others living with similar conditions.
- Practice good hand hygiene to help prevent infection.

Accountability

We welcome your feedback and will act on your concerns.

What you can expect:

- The chance to comment on the care you have received.
- Information on how to give feedback or make a complaint.
- Your concerns handled properly and in a timely manner.
- Updates on changes or improvements made because of your feedback.

What you can do:

- Share feedback or suggestions with any member of staff.
- Tell us about your experience.
- For feedback or complaints, contact the Patient Advice & Liaison Service (PALS) on 01 414 4709 (9am – 5pm Monday to Friday) or email: PALS@TUH.ie