



Temple Street

CHILDREN'S UNIVERSITY HOSPITAL



St Frances' Clinic

Information for Children, Parents and Carers

Clinic Number 01 878 4293

Main Hospital Number 01 878 4200









Welcome

This booklet will help to prepare you for your visit to our clinic. St Frances' Clinic is located at the end of the Emergency Department Lane.

Who Works in St Frances' Clinic ?

The following professionals work here:

-  Audiologists
-  Nurses
-  Occupational Therapists
-  Psychiatrists
-  Psychologists
-  Psychiatric Social Workers
-  Speech and Language Therapists

If you are unable to attend your appointment, please let us know as soon as possible. You can do this by ringing us on 01-8784293 between 9am and 5pm Monday to Friday.

What if I Have Difficulty Speaking or Understanding English ?

If speaking or understanding English is difficult for you, please tell us what languages you speak. If required we will provide an interpreter at your appointment.

What Will Happen When We Arrive at the Clinic ?

When you arrive please check in with the clinic receptionist at the front desk where you will be asked for contact details. This information will be kept with your child's record.

Your child must be accompanied by a parent / guardian when attending the clinic.

While waiting to be seen, it important that you stay with your child.

What Should We Bring With Us ?

It is important that you bring your child's

- Appointment letter
- Doctor's letter and any reports you may have for your child.
- Anything else you feel may be helpful

How Long Will We Have to Wait to Be Seen ?

You have been given a specific appointment time, we aim to see you and your child as close to your appointment time as possible.

Appointments are not on a "first come, first served" basis. Your appointment letter will state who in the clinic your child will see. You might be meeting one professional or a team, depending on your child's needs.

Will My Child's Information Be Confidential ?

Information about your child will be kept in a St Frances' Clinic Healthcare Record. This Healthcare Record will be stored in accordance with hospital policy. We will ask your permission to send any written reports regarding your child to other professionals.

You may access written information on your child's treatment through the Hospital's Routine Administrative Access Policy or under the Freedom of Information Act, 1997 and Amendment Act, 2003.

We may write to your GP to tell him/her what treatment your child has received or the outcome of their assessment.

Requests for information can only be made in writing by a parent/ legal guardian or a third party with the parent/ legal guardian's consent. Requests should be made to the Risk Management Department, The Children's University Hospital, Temple Street.

The Children's University Hospital, Temple Street is a teaching hospital, the professionals in St. Frances' Clinic are involved in the training and supervision of students.

You may be asked to have a student involved in your child's care. You have the right to refuse if you wish, if so, please tell a member of staff of your decision. In no way will this affect your child's care.



Authors: Eimear Brennan
Review Date: March 2013

Copyright © Temple Street Children's University Hospital

The information contained in this leaflet is correct at time of print