

Mercy University Hospital

Emergency Department



Our patients' safety, health and well-being is our primary concern, respecting their dignity and privacy is a priority and whilst visitors are welcome, we ask them to follow a few simple guidelines:

General guidelines for visitors to the Emergency Department

- **One** family member or friend can accompany a patient in to the Emergency Department and remain at the bedside. This is due to space constraints within the Emergency Department and to allow privacy for all patients.
- The presence of family or friends may be restricted for certain periods during the day to allow for personal care, examination of the patient by doctors/clinical teams or at meal times.
- Children (who are not patients) should **not** be brought to the Emergency Department.
- You should not visit if you are suffering from sore throats, flu, vomiting and/or diarrhoea or any other infections.
- Keep your hands clean and use hand hygiene dispensers to prevent the spread of any infection.
- Do not give patients food and drink without checking with their nurse or doctor – as the patient may need to fast for an investigation or procedure.
- Restrict usage of mobile phones. (photography not allowed)
- Do not leave any valuables unattended. The hospital is not responsible for any lost/stolen property.
- Violence or aggression towards staff or patients will not be tolerated.
- Families are encouraged to designate a family spokesperson to facilitate effective communication among extended family members and hospital staff.

Please be aware that the Emergency Department is a clinical treatment area. Family and friends are asked to comply with any requests made by Emergency Department staff.