

Travelling for Treatment

Helping you prepare for travelling
outside of Northern Ireland for
your child's cardiac care.



**CHILDREN'S
HEARTBEAT
TRUST**

Northern Ireland's
Children's Heart Charity

Charity no: NIC 102410

Introduction

Welcome to our **Travelling for Treatment** pack. This pack has been designed with input from local heart families and our paediatric cardiology colleagues from Clark Clinic and Children's Health Ireland, Crumlin (CHIC).

During a time that is often full of uncertainties and new surroundings, we hope this pack will help you prepare for travelling for your child's upcoming cardiac care outside of Northern Ireland.

We hope this pack gives you some comfort in answering some of the questions that may be swirling around your head at the moment, but please remember that we are always only a call or text away if you need a chat or a listening ear.

Wishing you good luck for the next stage of your child's cardiac care.

Liz, Jennifer, Katie and Cathy
Family and Youth Support Team
Children's Heartbeat Trust



Who are Children's Heartbeat Trust?



**CHILDREN'S
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Northern Ireland's
Children's Heart Charity
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HELPING LOCAL HEART FAMILIES

Children's Heartbeat Trust delivers practical and emotional support to children and young people with heart disease in Northern Ireland, and their families. We do this in a number of ways:



Financial support and information for families travelling outside of Northern Ireland for cardiac care and surgery.



Fund medical and sensory equipment for Clark Clinic.



Local, parent led family support groups across Northern Ireland.



Family Fun days throughout the year.



Teen programmes.



Access to free, local, professional and confidential counselling service.

 **Instagram:** [childrensheartbeattrust](https://www.instagram.com/childrensheartbeattrust)

 **Facebook:** [childrens.h.trust](https://www.facebook.com/childrens.h.trust)

 **LinkedIn:** [children-s-heartbeat-trust](https://www.linkedin.com/company/children-s-heartbeat-trust)

 **X:** [@Chldns_Hrtbeat](https://twitter.com/Chldns_Hrtbeat)

 **YouTube:** [@childrensheartbeattrust](https://www.youtube.com/channel/UC...)

 **Spotify:** [Children's Heartbeat Trust](https://open.spotify.com/track/...)

Contact Children's Heartbeat Trust:

t: 028 9031 2228

m: 079 6023 8827 or 074 3658 9480

w: www.childrensheartbeattrust.org

e: familysupport@childrensheartbeattrust.org

Children's Heartbeat Trust:

MEET THE SUPPORT TEAM



Our **Youth and Family Support Team** will be in regular contact whilst you are travelling for cardiac care, staying in a surgical centre outside of Northern Ireland and you will see them during ward visits to Clark Clinic. The team are on hand to offer practical and emotional support and are there for a chat over a cuppa or help with the practicalities of spending time in hospital.....whatever you need, we will always do our best to help.



Liz Carton
Family Support Officer
(Currently on Maternity Leave)
07960 238827



Jennifer Keys
Family Support Officer
(Maternity Cover)
07960 238827



Katie Mullholland
Engagement Officer: Youth and Family
07483 130853



Cathy Dalton
Family and Youth Support Manager
07436 589480



Children's Heartbeat Trust: TRAVELLING FOR SURGERY SUPPORT

Financial Support

The thought of heart surgery is worrying and travelling away from the familiar surroundings of home and the support of your family and friends can add to your worries. Travelling for surgery can be expensive, particularly if you have had to take unpaid leave or need to arrange additional childcare for siblings. Children's Heartbeat Trust offer financial support to help with the expense travelling for surgery brings and hopefully ease some of your worries.



Treatment	Location	Financial Support Available
Heart Surgery	Outside NI	£250
Cardiac Catheterisation	Outside NI	£150
Extended Hospital Stay (7 days +)	Outside NI	£150
Extended Hospital Stay (7 days +)	Within NI	£50
Review Appointments	Outside NI	Dependent on Duration

Emotional Support

Children's Heartbeat Trust will be here for you and your family before, during and after your child's heart surgery. Our Family Support Team will be in touch regularly whilst you are outside of NI for cardiac care. Just let us know when you are going. We work closely with Clark Clinic and will most likely meet you if your child is admitted to Clark Clinic during our regular ward visits.



Belfast Trust Roles and Responsibilities

Your Child's Treatment

Due to cardiac surgery being no longer available in Northern Ireland, it is the responsibility of the Belfast Health and Social Care Trust to arrange your child's treatment in a centre outside of Northern Ireland. Sometimes, due to patients surgical history or nature of the surgery, this can take place in England but for the majority of cases, this takes place in Dublin. Therefore, when traveling for treatment it is the responsibility of BHSCT to:

- Refer your child to relevant surgical centre for cardiac surgery/procedure.
- Book travel (if no access to car) or reimburse mileage to get the child receiving treatment and up to two accompanying adults to the surgical centre and back.
- Book parent accommodation for the duration of inpatient stay.
- Confirm travel and accommodation details with family once a bed has been confirmed. (Please note, this can happen up to a few days before travel).
- Reimburse families within 30 days of completed submission of HSCB reimbursement form, as detailed in the financial support section of this pack.
- Liaise with clinical teams to arrange transfer or discharge back to Northern Ireland.
- Extend accommodation bookings when needed.



Introduction to the Cardiology Nurse Coordinator

EMMA GREGG



Hello!

My Name is **Emma Gregg**, I am the Cardiology Nurse Coordinator in the Royal Belfast Hospital for Sick Children (RBHSC) and work for Belfast Health and Social Care Trust (BHSCT).

The main aim of my job is to support you and your child while you are travelling outside of Northern Ireland for your child's cardiac care. I am responsible for liaising with you and the surgical centre you will be visiting to arrange travel and accommodation logistics when needed.

I have a great working relationship with Children's Heartbeat Trust and hope that you find this information pack helpful, if you have any further questions on the logistics surrounding your child's cardiac appointments or cardiac surgical procedures outside of Northern Ireland then please don't hesitate to give me a call on: **07823778016** or email: **emma.gregg@belfasttrust.hscni.net**

Emma



Pre-Op

COMMENCE SCREENING



Is my child treated differently if the screening is not completed?

No, your child's medical and nursing care will remain the same, however your child will be treated in isolation in the hospital which means they are not allowed to leave their individual side room and cannot use facilities like the playroom and outdoor play area in the Heart Centre.

Facilities available in the Heart Centre (dependant on where your child is on the screening process).

Access	Screened Patient (4 samples)	Non Screened patient
Allowed out of side room	✓	Yes but cannot use ward facilities.
Use of patient play areas	✓	✗
Parent use of ward kitchen	✓	✗

If your child is placed in isolation everything you and your child may need will be provided for in your room. On admission, one of our nurses will tell you how to access everything and show you all the facilities available to you

For queries or to discuss this screening process, please contact us on: **07823778016**

There is a strict policy within Children's Health Ireland at Crumlin for patients who are having Cardiac Surgery or Interventional Cardiology in Dublin to have CPO/ESBL/GRE Screening performed.

Please see relevant microbiology leaflet.

This is an essential process ensuring your child is fully prepared for their upcoming procedure. If screening IS NOT completed, it may result in your child requiring rectal swab on admission to Children's Health Ireland.



"Magic Cream"

What is Emla?

Emla cream is most commonly known amongst children as magic cream. This is because it is a **local anaesthetic** and using the skin cream makes your skin numb. It works by stopping nerves from sending pain signals to your brain and can be useful for children who have a fear of needles. It is important that you discuss using Emla cream with your nurse before requesting cream or applying to your child's skin. You should not apply without permission from the medical team carrying out your child's procedure.

Usage

Use the smallest amount of this medicine needed to numb the skin. Do not use large amounts of Emla or cover treated skin areas with a bandage or plastic wrap without medical advice. Do not use over inflamed skin. Emla is best used one hour prior to the blood testing procedure or cannula insertion.

Do not use Emla Cream:

If you are allergic to lidocaine or prilocaine, other similar local anaesthetics or any of the other ingredients of this medicine.

How do I get Emla cream?

You can ask your GP for this prescription.

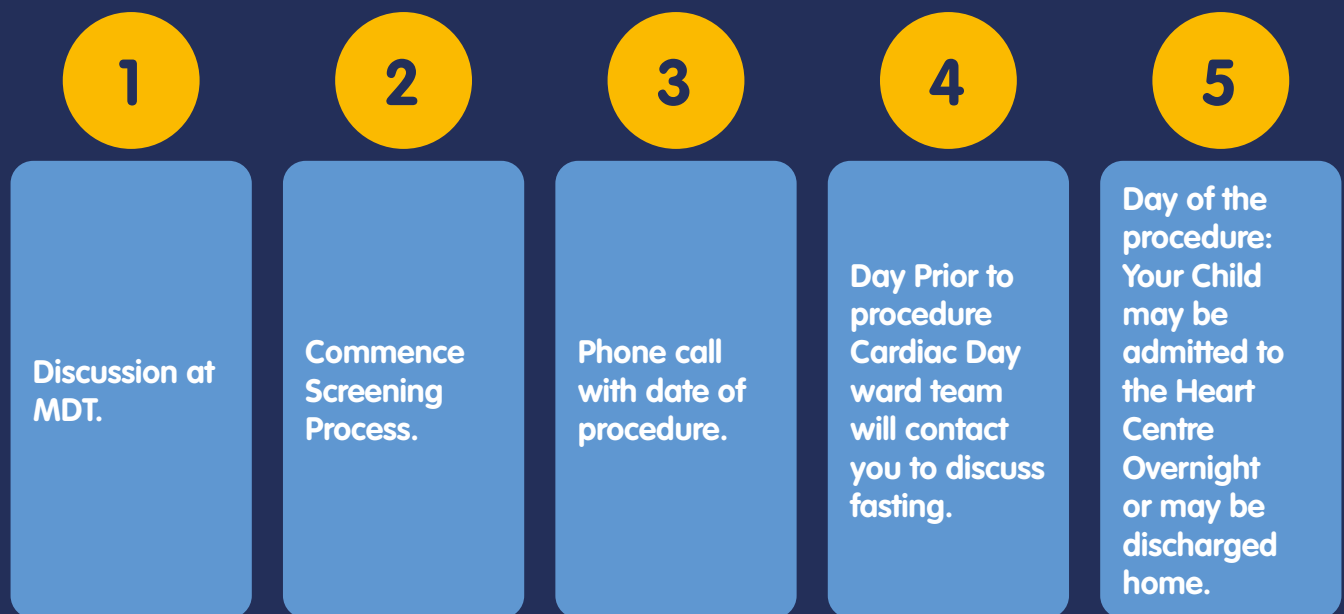




Travelling for Cardiac CATH

THE CARDIAC CATHETER JOURNEY

Your child's consultant will have made you aware that for some aspects of your child's cardiac care, you will be required to travel outside of Northern Ireland for this treatment to Children's Health Ireland at Crumlin.



Please ensure your child has had a dentist appointment before a cardiac catheterisation procedure.



(Details overleaf)

Travelling for Cardiac CATH ...



1 Discussion at MDT

Your Child will be discussed at a Multidisciplinary Team Meeting, you will be informed of the outcome of this by your child's Consultants either by Telephone or you may be sent a letter detailing the outcome. You will then have received this information and screening pack.

2 Appointment Date for Procedure

You will be contacted by one of the Secretaries from Children's Health Ireland at Crumlin to discuss a date for the procedure. This call will usually happen on a Thursday or Friday and you will be given a date for the procedure the following week.

Sometimes, due to unforeseen events such as emergencies, it may be necessary to cancel your admission at short notice. In this event, we will re-schedule your procedure for the soonest available date.

You will also be advised of any medication that needs to be stopped.

3 The day before the procedure

The evening before your child's procedure, a nurse from the cardiac day unit will contact you with fasting times and give you a time to arrive at the hospital.

Medications that may need to be stopped will also be discussed over the phone.

The Cardiac Day unit's number is **0035314096060**. **You do not need to go the day ward the night before the procedure unless told to do so.**

Fasting?

In general, patients should be fasting from solids (food and milk) six hours prior to procedure, breast milk four hours prior to procedure and clear fluids (water apple juice or 7up) one hour prior to procedure, however staff will phone you one day prior to procedure to confirm fasting time specific for your child.

4 Day of the procedure

Firstly go to admission office this is located on the ground floor of the CHI at Crumlin beside the shop.

Please attend The Cardiac Day ward for your allocated time.

What happens when you arrive to the cardiac day unit? Your child may undergo some or all of the following examinations:

- Vital sign monitoring (blood pressure, heart rate, oxygen saturations and temperature)
- Height and weight
- Blood tests
- Chest X-ray
- Insertion of IV cannula ("Freddie")
- Urine test

You will be seen by some or all of the following people:

- Advanced Nurse Practitioner/ Doctor who will do a physical assessment of your child.
- Cardiologist/fellow who will discuss with you the risks and benefits of the procedure and will obtain written consent.
- Anaesthetist who will talk you through the anaesthetic procedure.
- Play specialist



Travelling for Cardiac CATH

Post Procedure

Your child will be:

1. Admitted to the Heart Centre
2. Discharged back your accommodation – **we do recommend that you do stay in Dublin the night of procedure.** If you have any worries or concerns you can contact the Children's Heart Centre for Advice.

Your child will then be discharged back to the Care of their consultant in **Belfast.**

You may be required to attend a follow up appointment in Belfast after your child's procedure.



Travelling for Cardiac Surgery

Appointments
in Children's
Health Ireland
at Crumlin



1

Discussion at
MDT.

2

Admission to
day ward for
Surgery. You
will then be
transferred to
Heart Centre.

3

Child has
Surgery
and is then
transferred to
ICU.

4

Transferred
from ICU to
the Heart
Centre.

5

Transferred
to Clark Clinic
or discharged
home.

(Details overleaf)

Please ensure your child has
had a dentist appointment
before cardiac surgery.





Travelling for Cardiac Surgery

1 Outpatient appointment

Following an MDT, an outpatient appointment for you and your child will be arranged at CHIC to meet your child's surgeon. This appointment will take place at the Cardiac outpatient department, **which is located in the medical tower entrance one, fourth floor.**

Please note the car park can be extremely busy.

At this appointment you will also meet Sarah Holland the All-Ireland CNS Who will help you on this journey along with Emma Gregg in RBHSC. Contact details are detailed in the front of this booklet. She will spend time with you after your appointment explaining everything about coming for surgery and will also be a point of contact when you are attending Children's Health Ireland, Crumlin for surgery.

Your child will have the following tests:

- Routine Bloods
- MRSA and MSSA swabs

Your child may also have:

- ECG
- CXR
- ECHO

Following this appointment you will receive a prescription for "decolonisation treatment" pre surgery: **Regardless of the result, you will receive a prescription for decolonisation treatment which will include:**

- **Naseptin Nasal Ointment:** Should commence 5 days pre surgery (ointment to be applied to both Nostrils). This is applied twice a day. You will be advised of what date to commence this when you are phoned with a surgical date.
- **Surgical Wash:** On the night before surgery you are asked to wash in either octenisan for the under 1 yr of age and hydrex – chlorohexidine gluconate 4% for the over 1 yr of age.

If you do not receive a prescription please let the team know and this can be arranged.

Telephone confirmation for date for surgery

You will be contacted by one of the secretaries from Childrens Health Ireland at Crumlin to discuss a date for the procedure. This call will usually happen on a Thursday or Friday and you will be given a date for the procedure the following week.

You will also be advised of any medication that needs to be stopped.

2 Admission for Surgery

The Admission time to the cardiac day ward is generally at 8am in the morning.

Before going to the day ward please go to the admission office. This is located on the ground floor of the Children's Hospital (beside the shop).

Your child may undergo some or all of the following examinations:

- Height and weight
- Blood tests
- Chest X-ray
- Insertion of IV cannula ("Freddie")
- Urine test
- ECHO
- ECG
- CXR

Continue



Travelling for Cardiac Surgery

Continued

2 Admission for Surgery (Continued)

You will be seen by some or all of the following people:

- Consultant Surgeon
- Advanced Nurse Practitioner/ Doctor who will do a physical assessment of your child.
- Cardiologist/fellow who will discuss with you the risks and benefits of the procedure and will obtain written consent.
- Anaesthetist who will talk you through the anaesthetic procedure.
- Cardiac Nurse Specialists
- Play specialist

Then go to the cardiac day ward which is located on the third floor of the hospital. To get here, you should go past the main hospital reception desk, and take the first turn left at the fish tank. The lift is opposite the fish tank. Take the lift to reach the third floor where you will find the Cardiac Day Ward.

Once a bed becomes available your child will then be transferred to the Heart Centre.

3 Surgery and Transfer to ICU

Morning of Theatre

One parent can accompany the child to theatre.

Once in theatre the cardiac nurse specialists will keep in contact with you.

They CNS Team will let you know when your child is out of theatre and is in the PICU. They will let you know a time when you can visit and the surgeon will update you on your child's condition.

PICU

When your child is in the PICU there are strict visiting times. You may also be asked to leave at times. PICU will advise you on this.

4 Transferred from ICU to Heart Centre

From the PICU your child will be transferred back to the Heart Centre, to continue their treatment.

5 Discharged to Clark Clinic or Home

The clinical team will decide when your child is ready to either discharged home or for transfer back to Clark Clinic.

Inpatient Pathway

Date confirmed for admission for Cardiac Surgery Catheter / Surgery



On the morning of the transfer, bed will be confirmed. NISTAR Transport Team Parent Accommodation will then be booked by Emma Gregg.



Transfer to Heart Centre



Day of the procedure



Discharged to Clark clinic or Home

You will be informed of an admission date for surgery by the Clark clinic staff/ PICU/NICU Teams or Emma Gregg.



Transfer/ Discharge



Transfer from Clark clinic/PICU/ NICU to The Heart Centre/PICU

Please do not be alarmed if your child's transfer does not occur first thing in the morning as we may need to make arrangements before a bed is confirmed.

Transport to Dublin will be carried out by a specialised team in Belfast called NISTAR.

You will be advised a time of this transfer on the day of transfer.

One parent may be able to travel with the child, to Children's Health Ireland, Crumlin, this is however decided by the transfer Team and will be confirmed on the day.

Unfortunately, the team have limited room for luggage, so where possible if another parent is traveling by car please transport your luggage by car rather than ambulance.

Transfer Back to Clark Clinic Post Surgery or Discharge Home

Most children will be transferred from Children's Health Ireland at Crumlin to Clark Clinic in Belfast to continue care after surgery. If you go straight home please let the Cardiac Nursing Team in Belfast know.

Transport back to Belfast will be carried out by a specialised team in Belfast.


You will be advised a time of this transfer the day of transfer.

One parent can travel in the ambulance back to Belfast.

Unfortunately, the team have limited room for luggage, so where possible if another parent is traveling by car please transport your luggage by car rather than ambulance.



If your child is discharged straight home:

- A Belfast team member will be in touch to arrange a follow up with 48-72 hours. If you are not contacted about a review please contact the team.
 - Rebecca Reid (CNS) **07710709321**
 - Emma Gregg (CoOrdinator) **07823778016**
 - Clark Clinic **02896150306**
 - Linda Eley (CNS) **07824472766**
- 

Parent Accommodation

CHIC HOSPITAL ACCOMMODATION

Travelling to CHIC Hospital for your child's cardiac care may mean staying over in Crumlin Hospital itself or a nearby hotel. **Emma**, the Cardiology Nurse Coordinator, will book this for you. The hospital may only be able to allocate a single room whilst your child is on the ward. If this is the case and there are any issues, please contact Emma.



Parents accommodation is on site at the hospital and will mean you will never be too far from your child. This is currently made up of a 44-bed unit and comprise of twin, double and single rooms. Each room will have a bed, wardrobe, TV, Table and Chairs. Most rooms also have a small fridge for your convenience. The communal areas of the unit are equipped with ladies and gents' bathrooms and showering facilities.

The parents' accommodation also has two kitchens. Both are stocked with essentials like milk, tea, coffee, sugar, butter, jam, and some cereals. Please help yourselves to these facilities and light snacks. There is also a laundry room that consists of two washing machines, two dryers, an iron, and an ironing board. These facilities are free of charge to use. Washing pods can be bought at the office for a small fee or you can bring your own with you to use.

Some neighbouring local takeaways kindly donate to the parents/guardians who are staying in the parent's accommodation. The portion sizes can differ in size, so please be mindful that there is enough to go around.

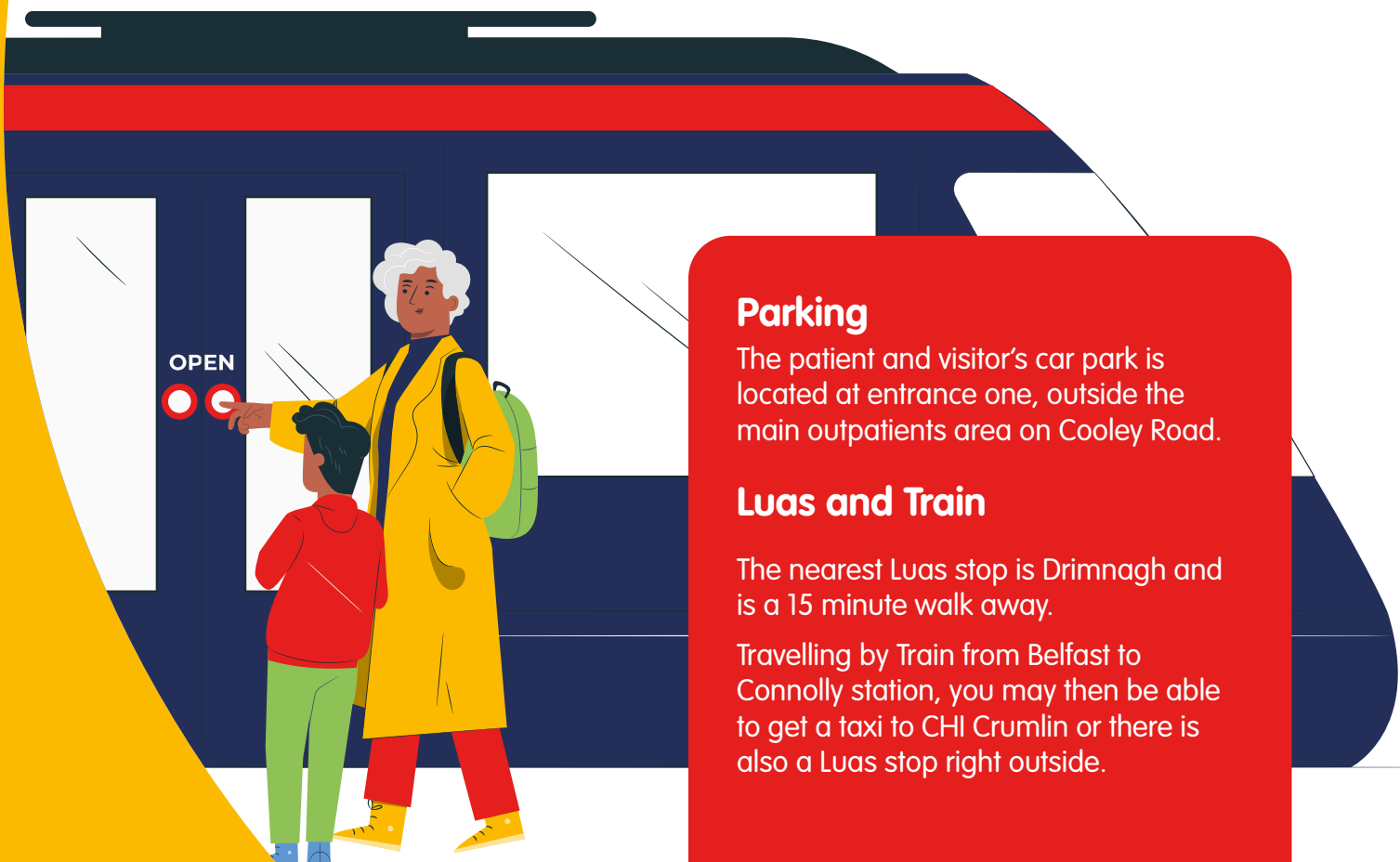
The parents' accommodation is cleaned daily. Please try to keep the communal spaces as tidy as possible and tidy as you go. For those Parents/Guardians who are staying long term, your bedroom will be cleaned once weekly. If you need fresh linen or towels, Hygiene services will be more than happy to oblige and replenish as you require.

Sometimes Parent accommodation is not always available or suitable for your stay and sometimes families will be placed in a hotel. Emma the Travel Liaison Nurse will book this all for you again. The hotel shouldn't be longer than 10 minutes away from Crumlin Hospital and the cost will be covered by the Belfast Trust.

Visiting CHIC FAQs

GETTING TO CHIC

The hospital is around 25 minutes by car from Dublin city centre. Parking on site is limited and it can be very busy between 9:00am and 4:00pm.



Parking

The patient and visitor's car park is located at entrance one, outside the main outpatients area on Cooley Road.

Luas and Train

The nearest Luas stop is Drimnagh and is a 15 minute walk away.

Travelling by Train from Belfast to Connolly station, you may then be able to get a taxi to CHI Crumlin or there is also a Luas stop right outside.

Visiting CHIC FAQs

THE HEART CENTRE

Additional information

The Children's Heart Centre has a total of 27 beds in the unit which can be divided up into the following areas:

- 12 Single units
- 4 Ensuite units
- 2 Isolation units
- 2 Three-bed units
- 3 Day units

Parents and guardians are welcome to visit the ward at any time.

Meal times

Meals will be served at your child's bedside for:

Breakfast: 8:30am

Dinner: 12:30pm

Tea time: 4:15pm

Supper: 8:30pm

Prescription diets, halal and vegetarian meals are available on request.

Staying with your child

Parent's Kitchen

Parents and loved ones staying with children during treatment are free to make use of our dedicated parent's kitchen, shower, and bathroom. The Parent's Kitchen is fully equipped to provide you with the opportunity to prepare food and meals as you might at home. The kitchen also provides parents with the opportunity to meet and chat with other parents going through a similar experience.

Parent's Sitting Room

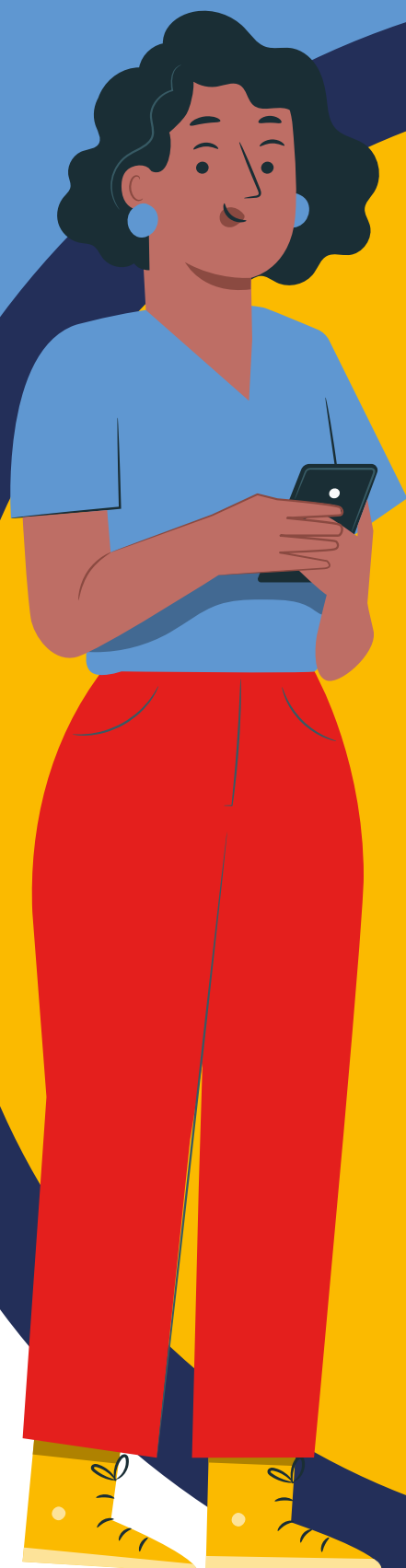
If you would prefer to simply have a bit of quiet time to try and relax during your child's stay you can always visit our parent's sitting room. The parent's sitting room is located in the Heart Centre and is designed to offer parents a calm comfortable space to spend time while their child is with us for treatment. The Children's Heart Centre also offers parents a private breastfeeding room, and breastfeeding support, where they can facilitate feeding in a quiet and calm environment.

Space is also provided for parents who wish to stay in the room with their children overnight.



Visiting CHIC FAQs

THE HEART CENTRE



Important Contact Information

General

Website:

[CHI at Crumlin](#) | [Children's Health Ireland](#)

Address:

Children's Health Ireland at Cooley Rd, Crumlin D12, N512, Ireland

Main phone number/switchboard:

00353 409 6100

Call this number and they can redirect your call to the clinic/unit you require.

Emergency Department

CHI Crumlin Emergency Department:

00353 409 6326

In case of **emergency** call 999

Heart Centre:

Phone: 00353 140964710

Cardiac Day Ward:

Phone: 00353 14096060

CHI Crumlin General Outpatient reception

Email or phone:

opd.reception@olchc.ie or 00353 409 6130

CHI Crumlin Inpatient Wards

Available online::

[List of Wards at Children's Health Ireland](#)

This page provides contact information and details for each inpatient ward at Crumlin Hospital.

Security and Parking Office

Phone and location:

00353 409 6685

Office located just inside main hospital entrance.



Visiting CHIC FAQs

WHERE CAN PARENTS EAT?

Parent Kitchens On Wards

Access to a parent kitchen and the equipment and supplies available in each can differ depending on the unit your child is being admitted to. See the [CHI ward information](#) for more information. Parent tip – Bring your own supply of tea, coffee etc and a travel/reusable mug.

Parent Accommodation Unit

Parents staying in the accommodation unit have access to two kitchens with fridge, microwave, hob, toaster, kettle etc. Tea, coffee, sugar, toast etc is supplied daily and companies also donate food which is provided a number of evenings each week.



Hospital Canteen

Parents can use the hospital canteen however, patients are not allowed. There are some specific times which are staff only – this is on a sign on the door.

- Open **Monday to Friday 8-2pm**. Closed Saturday, Sunday and Bank Holidays.
- Breastfeeding mothers – meal vouchers will be provided by the unit staff for 2 meals (to the value of €7) to be provided on a daily basis from the hospital canteen.

Hospital Shop

The hospital shop offers drinks, snacks and other essentials.

Opening hours: **Monday to Friday, 07:30am to 09:00pm. Saturday to Sunday, 09:30am to 8:00pm.**

The shop is located on the ground floor around the corner from main entrance/information desk.

Hospital Cafes/Coffee Shops

Jellybean Coffee shop

Serving hot and cold drinks and snacks

Location: Located in the Outpatient Department.

Opening Hours: **Monday to Friday, 8am to 4:00pm.**

Top tip – Best coffee!

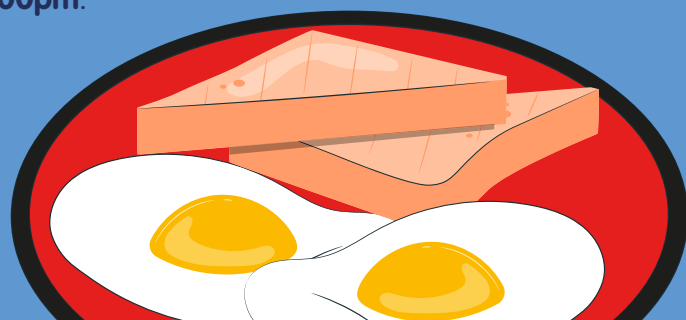
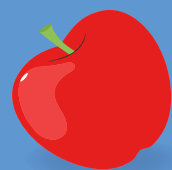


Market Kitchen

Coffee shop serving hot and cold drinks, and snacks.

Location: Opposite the canteen

Opening hours: **Monday to Friday, 7.30am to 6:00pm.**



Visiting CHIC FAQs

HOSPITAL ACCESSIBILITY AND SERVICES



What Accessibility and Sensory Supports Are Available?

Accessible parking and entrances

Disabled car parking bays are close to the entrances of the hospital.

There are 6 designated car parking bays provided directly outside the Outpatient Entrance and 2 designated car parking bays at the Main Reception Entrance. Disabled Driver stickers must be displayed. Parking is free with a Blue Disabled Person's Parking Permit in disabled parking spaces.

Accessible Washrooms and Changing Facilities including full-size change table

A wheelchair accessible bathroom is provided close to the main entrance.

A wheel-chair accessible bathroom with a full-sized change table (suitable for older children/adolescents) is available close to main entrance. Ask for a swipe card at the information/reception desk (01 409 6316). Go past admitting office and security and take first right. Follow signs for "Changing Place".

If you need a wheelchair

If you need a wheelchair on arrival there are a number of wheelchairs available at main reception.

Auditory Assistance / Sign Language Interpreter Services

A sign language interpreter can be provided if booked in advance of your appointment. Please contact the clinic you will be attending to arrange this.

Sensory Room

There is a sensory room located in the blood tests waiting area in the Outpatient Department.



What Other Hospital And Local Services Are Available?

Inpatient/Day Surgery Waiting area

Waiting area near fish tank has pods where parents can sit, eat, charge phone, work etc.

Hospital Shop

The hospital shop is near the hospital main entrance. Opening hours are: 07.30 – 22.00 Monday to Friday and 09.30 – 20.00 Saturday, Sunday and Bank Holidays. Provides snacks and drinks and a range of toiletries, toys etc.

ATM

ATM is located in the Outpatients Department across from the coffee shop.

Vending machines

Vending machines are also located throughout the hospital for snacks and drinks. Some are located beside the main canteen, Tower 1 entrance and near the A&E department.

Laundry

Laundry facilities are available for parents staying in the CHI at Crumlin parent accommodation. Remember, you will need to bring your own washing detergent.





Visiting CHIC FAQs

ADDITIONAL INFORMATION



Mobile phone: **IMPORTANT INFORMATION ABOUT MOBILE PHONE USAGE**

Please note: When you go to Dublin calls on mobile phones may be charged at international call rates. You may be charged for making and receiving calls. Texts may also be charged at a higher rate. Most networks have bolt-ons that you may add to your phone contract to reduce call costs. Please contact your network provider for more details.

Currency: Euro

Toll: Please remember there is a Toll as you approach Dublin on the M50 **this must be paid by 8pm the day after your journey**, most shops/garages will accept payment and you may be able to pay online as well. The current price for this Toll is 3.70 euro. If you register an account before your journey your bank will be automatically charged, and you will receive a cheaper Toll Charge.

Pharmacy: There is a Pharmacy available adjacent to the hospital on Errigal Road. This is an independent community pharmacy and is not managed by the hospital.

Internet Access: There are internet surf boxes with printers available in the common area adjacent to the Fish Tank on the ground floor. Charges apply. Complimentary Wifi is available to parents/guardians only who are staying in the Parent Accommodation Unit. Open Monday to Friday: 07:30 - 1800
Closed Saturday, Sunday and Bank Holidays.

Post: There is an external post box located at Main Reception Desk. Stamps can be purchased in the Hospital Shop.

Smoking: Smoking is prohibited within the hospital. You will have to leave the hospital Grounds to Smoke.

Chapel: Mass is celebrated in the Hospital Chapel located on the ground floor. Check Chapel Notice Board for mass times. The Chapel is open all day for parents/guardians. To view the Book of Remembrance please contact the Chaplain or Site Manager on duty. If you wish to see a member of the chaplancy, this can be arranged through the nursing team on the ward.

Security: The Security Office is located at the Main Entrance of the hospital. All lost property should be given to the Security Officer on duty. All patients/families are responsible for their property when on the hospital site.

Complaints and feedback

Informal complaints can be made directly to a member of hospital staff or a ward/department manager or consultant. Formal complaints about inpatient or outpatient services at CHI at Crumlin can be made to the CHI Patient Feedback and Support Service Department or to HSE Complaint and Feedback Service – Your Service Your Say.

CHI Patient Feedback and Support Service Department: [Crumlin Children's Hospital](#)

For more information or support:

- Visit our [hospital feedback and complaints](#) section for more information about hospital feedback and complaints.
- The [Patient Advocacy Service](#) is an independent, free and confidential service that supports you to make a complaint about an experience you have had in a Public Hospital.
- [HSE Your Service Your Say](#)



HSCB Financial Support

TRAVEL AND ACCOMMODATION REIMBURSEMENT

What Reimbursement Can I Expect?

The Strategic Planning and Performance Group (SPPG) will contribute towards costs incurred as a result of your need to travel for treatment. If you book your own accommodation it will be reimbursed at the following maximum rates:

Dublin Rates- if you booked your own accommodation

- £125/night single/double room
- £145/night for family room

The HSCB will provide a daily **subsistence allowance** for food. Please note that inpatients do not receive a subsistence allowance while in hospital as their food needs are met by the hospital:

- £15 per full day for adults
- £5 per full day for children under 5 years of age

If you have to pay for **travel by tube, train or bus** to reach the hospital or clinic you will be reimbursed these costs on submission of original receipts.

Private taxi costs will be reimbursed only if your referring consultant has indicated that this is clinically required.

If you choose to use your own transport mileage will be given to and from your home address to the hospital at a rate of 35p per mile.





HSCB Financial Support

TRAVEL AND ACCOMMODATION REIMBURSEMENT

Can I Make My Own Travel Arrangements?

You can make and pay for your own travel arrangements but you should contact the patient travel team to find out the maximum reimbursement available before committing to the cost.

When will I receive money?

The HSCB aims to process and pay the travel claim within 30 days. Please keep and submit with your claim form all relevant documentation including:

- Appointment letter
- Original receipts for travel and accommodation

Keep a copy of your claim and receipts as we cannot be held responsible for missing/lost claims when posted. Once your claim is approved and sent to the payments team you will receive a letter and full breakdown detailing the amount you will be reimbursed.

Useful Information

Patients/escorts are responsible for checking all travel documents for accuracy. The HSCB does not take responsibility for theft or loss of personal belongings whilst a patient travels for treatment. Patients and escorts should ensure they leave enough time for the journey to avoid missing flights/ ferries.

The HSCB does not provide cash in advance of travel.

For travel claim forms email:

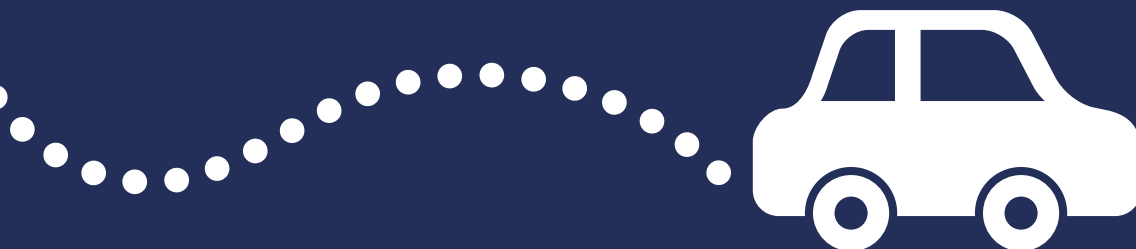
Patient.travel@hscni.net

Patient Travel Office, 12/22 Linenhall Street,
Belfast, BT2 8BS

Tel: **0300 555 0116**

Monday - Friday 9am to 5pm











Travelling for Treatment



Children's Heartbeat Trust
Howard Building. HF12, Twin Spires Centre, 155
Northumberland Street, Belfast, BT13 2JF
Email: familysupport@childrensheartbeattrust.org
Tel: **028 9031 2228**

-  Instagram: [childrensheartbeattrust](https://www.instagram.com/childrensheartbeattrust)
-  Facebook: [childrens.h.trust](https://www.facebook.com/childrens.h.trust)
-  LinkedIn: [children-s-heartbeat-trust](https://www.linkedin.com/company/children-s-heartbeat-trust)
-  X: [@Chldns_Hrtbeat](https://twitter.com/Chldns_Hrtbeat)
-  YouTube: [@childrensheartbeattrust](https://www.youtube.com/@childrensheartbeattrust)
-  Spotify: [Children's Heartbeat Trust](https://open.spotify.com/track/Children's%20Heartbeat%20Trust)