

July 2018



Vhi Medical Centre

Screen Extra Information Pack

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Checklist - to make your appointment run smoothly please:

- ✓ Fully complete the Medical Questionnaire in advance and bring it with you.
- ✓ Read the Consent Form (included within the Questionnaire) but do not sign it in advance.
- ✓ Remember to fast for 8 hours, but you should still drink water (see page 7).
- ✓ Let us know in advance if you have any special requirements (e.g. access or doctor gender).
- ✓ Bring all your current prescription glasses/contact lenses.
- ✓ Arrive early to check-in at reception as if you are late we may not be able to proceed (see page 4).
- ✓ Bring credit/debit card (if payment required).
- ✓ **Prostate screening only**
If you intend to participate in prostate cancer screening please read page 11 and the enclosed NCCP advice booklet in advance.

Our Mission

We strive to continually improve the quality of our clinical and customer service, to create value and make a difference, and help you actively maintain and improve your own health and wellbeing.



Our screening is designed to make you feel at ease on the day but if you have any concerns or questions please contact the **Screening Administration Team** on **056 775 3010**.

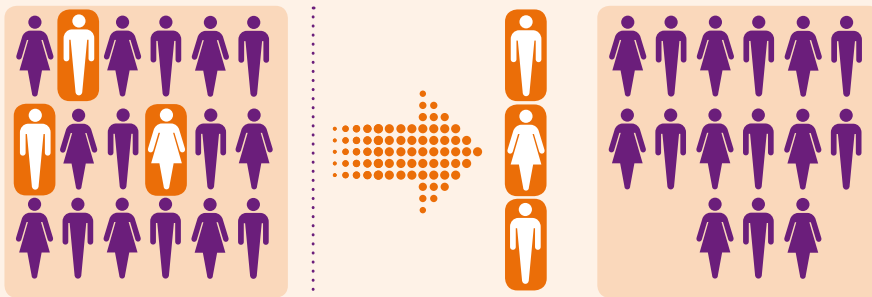
About screening

What screening is

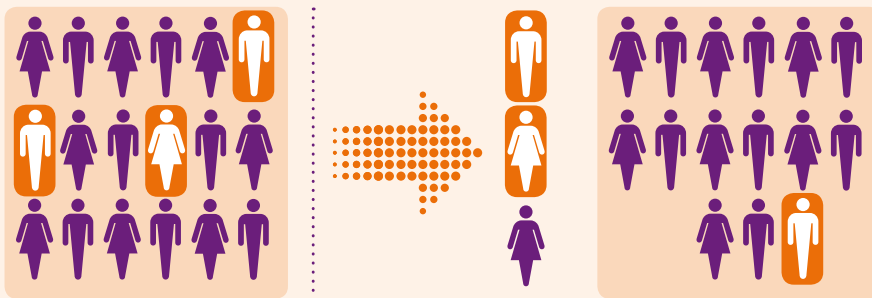
At Vhi Medical Centres we aim to provide you with a screening service that assesses specific important aspects of your health and helps identify factors which may cause potential health issues for you in the future with the aim of giving you and your GP the information necessary to address these and reduce your risk of future problems.

The screening tests we perform are selected to identify certain medical conditions that are quite common in the general population. They are tests that can identify conditions that can be prevented or treated once the problem is identified, so early detection is beneficial.

Screening is a bit like sifting people through a sieve to identify those at increased risk of certain conditions who may need further evaluation or action:



However, screening tests can lead to false positives and false negatives:



This is a false positive – the person has been identified by the test as having the condition – but they do not – this can lead to unnecessary further testing and worry

This is a false negative – the test has not identified the condition correctly in this person – giving false reassurances which could lead them to ignore future symptoms

Screening tests are not usually diagnostic, and although they may occasionally suggest a diagnosis they normally need to be confirmed with further tests. All screening tests can have false positives and false negatives as they occur as a natural part of testing.

In order to minimise the risk of false positive and false negative results some of the tests are only suitable to be performed in people within a certain age range or without prior history of a condition. For this reason, we may not be able to perform all tests for you and the criteria are included in the Test Information section.

For many people the main outcome of their screening may be advice about how to make changes towards a healthier lifestyle. However for other people screening will identify medical issues. Screening is only the first step in preventive medicine. It is just as important that such issues are monitored and if necessary investigated further or treated. For this reason it is very important to discuss any findings from your assessment with your GP, who will be able to advise you, and assist you in taking any further steps that are needed.

What screening is not

Screening provides a snapshot of certain aspects of your health at a point in time. However it does not mean that you will not develop these conditions in the future, or that you are fully healthy and nothing else could be wrong with you.

Always talk to your GP if you have symptoms that you are concerned about, either before or after this appointment.

Screening is not designed to evaluate pre-existing conditions. Established illness needs to be monitored and treated by your GP who has access to your previous test results, and we cannot provide a second opinion service.

Health is a huge subject, and it is impossible to address all possible issues in a screening appointment. Please bear in mind that time is limited, and if you have questions outside the scope of our screening service we may advise you to discuss them further with your own GP.

Reasons to postpone screening

If you are unwell or taking antibiotics you should contact us to postpone your visit to Vhi Medical Centre as your test results may be affected.

The results for pregnant or breast-feeding women will also be affected by hormonal changes, so we would recommend you postpone your appointment if this applies to you.

If you have recently had the same tests done with your GP or another screening provider it is best to leave a gap of at least 6 months before repeating (longer for some tests), as natural variations in your body may lead to slightly different results which could be confusing.

Preparation for screening

Q Do I need to prepare for my appointment?

A Some of the tests require preparation (see checklist on page 1 and further details on the following pages).

In general you should wear comfortable clothing, as you may need to remove some items (but we will take care to protect your dignity).

Q Can I change my appointment?

A Yes, you can change your appointment date and time but please give us at least 2 days notice.

Call 056 775 3010 to check availability and reschedule.

Q What if I have accessibility needs?

A If you have any special access requirements please let us know in advance and we can advise you on access and have extra staff available to assist if required.

Q Can I bring someone with me?

A Yes you can bring someone with you, however, some of the tests require you to concentrate and as we do not have childcare facilities on site, we suggest that if you have children you may need to make alternative arrangements for their care.

What to expect on the day

Q What happens if I am running late?

A Please try to arrive early for your appointment in order to check-in. If you are more than 15 minutes late you will miss your allocated appointment time. We will do our best to fit you into another empty appointment slot the same day, but if we are full that may not be possible. Due to the impact on other customers' appointments we may not be able to proceed with your screening that day. You will be offered another appointment on another day.

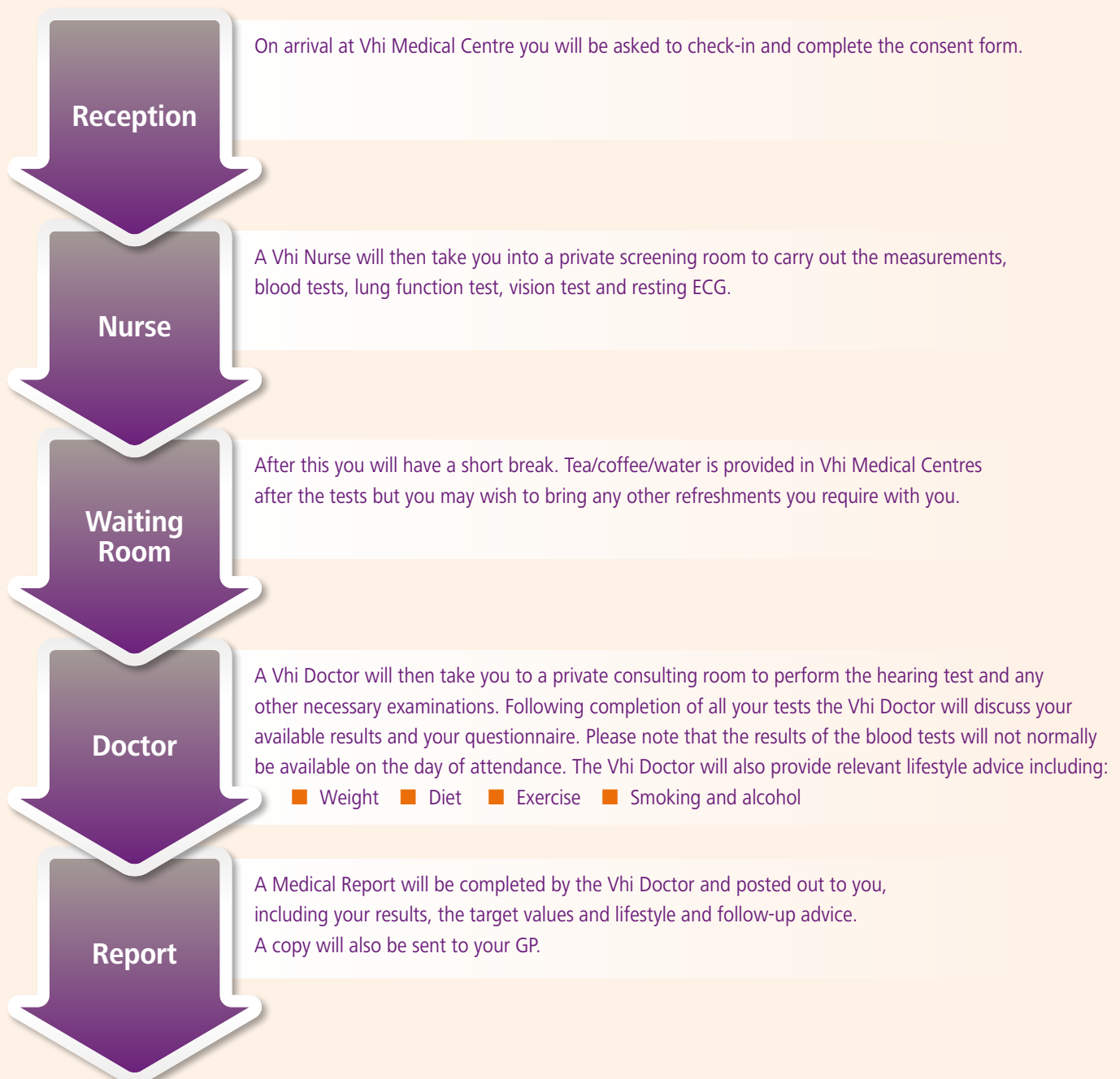
Q How can I pay?

A Please bring a credit/debit card to settle any outstanding screening charges. Payment will be taken at reception when you arrive. For security reasons we cannot accept cash payments.

Q How long will it take?

A The Screen Extra appointment usually takes under 2 hours. While we try to run on time, occasionally appointments over-run slightly because some people have more complex medical needs. Should this occur, we will keep you informed.

Q What will happen?



Q What happens if you find something serious?

A On occasion potentially serious or urgent issues may be identified during the screening process. The Vhi Doctor will discuss any such concerns with you and will advise you on the appropriate steps to take. They will provide you with a clear plan of action and will contact your GP directly to ensure that your GP is aware of the issue so they can deal with it quickly and efficiently.

Sometimes the Vhi Doctor will need to contact you about non-serious issues that they can explain better on the phone than just in a report. So if you are contacted by a Vhi Doctor and miss the call please do not worry, they will call you back when they are next in.

After screening

Q Will I have to come back again?

A On rare occasions some people may need to return to Vhi Medical Centre for a repeat test to confirm a result (at no extra cost). We will contact you by phone to make an appointment if this is required.

Q When will I get a written copy of my results?

A Following screening, you will receive a medical report and a copy will be sent to your GP. You should receive this within 21 days of your appointment.

If a serious issue is identified on your results you will be contacted before you receive your report.

The medical report records all your test results and the target values that you should aim towards for good health. The report also includes lifestyle advice, a summary of what was discussed at your consultation, and a summary of what you are advised to follow up with your GP.

Q What do I need to do next?

A For screening to be of value it is important that you arrange to see your GP to discuss any issues identified, so that they can be appropriately managed.

It is also advisable to take along your copy of the report with you just in case your GP doesn't have it to refer to.

(Note: Follow-up GP visits and any further investigations or treatments are not included in the cost of the screening, but you may be able to submit the receipts as part of an out-patient claim subject to the usual terms and conditions of your health insurance plan).

If you do not understand the results you can phone the Vhi Doctor and they will explain them, but please be aware that our Doctors do not work everyday in the Vhi Medical Centre so they may not be available to call you back the same day.

Test information

Blood pressure (BP) measurement

Description of test

When your heart beats it pumps blood around your body and as it moves it pushes against the sides of the blood vessels. This is your blood pressure. During each heart beat your BP varies between a maximum (systolic) and a minimum (diastolic) pressure. We will measure your blood pressure using an inflatable cuff on your arm.

Purpose of test

If your BP is too high it puts extra strain on your heart and blood vessels. This increases your risk of heart attacks, strokes and other cardiovascular problems. We will tell you your BP measurement and provide advice if it requires follow up.

Who is suitable for the test?

Everyone.

Preparation for test

You will need to remove clothing from your upper arm to perform the measurement.

Height and weight measurement

Description of test

Height and weight are measured and these are used to calculate body mass index (BMI). It is a measure of your weight in kilograms related to your height in metres.

Purpose of test

BMI is used by healthcare professionals to assess if someone's weight is putting their health at risk. The further your BMI is above 25, the more overweight or obese you are and the greater the risk to your health.

Who is suitable for the test?

Everyone.

Preparation for test

You will need to remove your shoes and coat/jacket or heavy clothes for the weight measurement.

Waist circumference measurement

Description of test

A Vhi Nurse will use a tape measure to measure around your waist.

Purpose of test

Being overweight is a risk factor for heart disease and diabetes, but the way fat is distributed over the body can also be an indicator. People who store fat around their organs and middle are at higher risk.

Who is suitable for the test?

Everyone.

Preparation for test

You will need to remove your coat/jacket or thick outer clothes for the waist measurement.

Cardiovascular and diabetes risk calculation

Description of test

The results from your Medical Questionnaire and your measurements will be put into internationally recognised formulas to predict your chance of developing cardiovascular disease or diabetes in the future.

Purpose of test

Knowing your current risk of developing these conditions in the future will help you identify lifestyle changes you can make to reduce the risk.

Who is suitable for the test?

Everyone.

Preparation for test

Completing Medical Questionnaire.

Blood tests

Description of test

The Vhi Nurse will take three blood samples. This procedure may cause temporary discomfort and occasional bruising, but this does not happen often.

Purpose of test

The samples will be analysed in a laboratory for:

- **Fasting glucose and haemoglobin A1c** - Glucose and haemoglobin A1c tests are used to diagnose diabetes and pre-diabetes.
- **Fasting lipid profile** - Lipid profile refers to certain cholesterol measurements. There are a number of different forms of cholesterol in your blood and we will measure some of these. We will measure total cholesterol, triglycerides, high density lipoprotein (HDL; "good cholesterol") and low density lipoprotein (LDL; "bad cholesterol") cholesterol. When total cholesterol, LDL and triglycerides are high it is a risk factor for heart disease, but HDL can help protect your heart health.
- **Renal, liver and bone profiles** - These common laboratory tests are used to evaluate how well the kidneys and liver are working. Bone profile tests measure calcium, phosphate and bone enzymes, which can be altered by some diseases.
- **Thyroid function tests** - Thyroid function tests are blood tests which help to check the function of the thyroid gland. They are mainly used to detect hypothyroidism (underactive thyroid) and hyperthyroidism (overactive thyroid).
- **Full blood count** - A full blood count (FBC) is a test that counts the number and size of the 3 types of blood cells (red cells, white cells and platelets). It can give us very useful information about your health status.

Who is suitable for the test?

Everyone.

Preparation for test

You will need to fast for 8 hours before these tests to ensure that your glucose and cholesterol tests are accurate. During this time you should not consume food or beverages, although you should drink plenty of water to avoid dehydration. It is not advisable to greatly exceed the 8 hours fasting time.

During fasting you can take all regular medication as prescribed, unless it needs to be taken with food, and then you should delay taking your medication until after your appointment.

Avoid alcohol, smoking and vigorous exercise the night before your appointment.

If you have been diagnosed with diabetes you should not fast, as your insulin/medication may cause a dangerous hypoglycaemic (low glucose) episode. This will affect the results of your glucose and some of your lipid tests, but the Vhi Doctor will discuss this with you.

Lung (pulmonary) function test

Description of test

The Vhi Nurse will ask you to take a deep breath and then you will blow out into the mouthpiece of the machine (called a spirometer).

Some people find this test challenging and occasionally people are unable to complete it successfully.

In addition, the Vhi Doctor will ask some questions about your breathing and examine your lungs.

This will help us to advise you regarding the results of your test.

Purpose of test

The test screens for conditions such as chronic obstructive pulmonary disease (COPD), asthma and other conditions which affect the airways.

Who is suitable for the test?

Before the test the Vhi Nurse will ask if any of the following applies to you:

1. Currently on medication for tuberculosis
2. Suffered/suffering from a chest infection or severe cold in the last 4 weeks
3. Had detached retina or eye surgery in the last 4 weeks
4. Suffered from a heart attack in the last 3 months
5. Had an abdominal or chest operation in the last 3 months
6. History of cerebral, abdominal or aortic aneurysm
7. Pneumothorax in the last 1 year

The test is suitable for everyone who answers no, but if you answer yes to any of the above questions, we may not be able to proceed with the lung function test, as it is not safe to carry out the test.

Preparation for test

If you think any of the above exclusion criteria may apply it is advisable to contact us in advance and defer the test to a later date.

You should not use your inhalers, have alcohol, or do vigorous exercise for a few hours before the test.

Ideally you should not smoke for 24 hours before the test.

Vision test

Description of test

During the vision test you will be asked to look into specific types of lenses which will measure your ability to see details at near and far distances (acuity), check for gaps or defects in your field of vision (visual fields), and evaluate your ability to see different colours (colour vision).

Purpose of test

The test can indicate problems that you may need to follow up with an Optician.

The test does not check for glaucoma or problems in the back of the eye such as macular degeneration.

Who is suitable for the test?

Everyone.

Preparation for test

You must bring your current glasses (all glasses if you have more than one pair) or wear your contact lenses as vision testing cannot be performed properly without them.

Hearing test (also known as audiometry)

Description of test

Before testing your hearing we will ask a few questions about your hearing and will look into your ears. Your hearing will then be tested using an audiometer. You will hear a series of quiet beeps or tones lasting 1 or 2 seconds each, in one ear at a time. You will indicate when you hear each tone, and this will be used to assess your overall hearing ability.

Purpose of test

The results tell you whether your hearing falls within the normal range. This is a screening test rather than a diagnostic test, and more detailed testing may sometimes be required to confirm and explain any findings.

Who is suitable for the test?

Everyone – but may be of very limited value for people with a hearing aid.

Preparation for test

None.

Resting electrocardiogram (ECG) test

Description of test

An instrument, called an electrocardiograph, is used to measure the electrical signals generated by the heart. The ECG test is painless. The ECG machine records electrical impulses coming from your heart - it does not put any electricity into your body. Small pads are placed on your arms, legs and chest. Wires from the ECG machine are connected to the pads and the machine records the electrical impulses.

As part of this test the Vhi Doctor will ask about any personal or family history of heart problems, any symptoms you may have and will listen to your heart. This will help us to advise you regarding the results of your ECG test.

Purpose of test

An ECG can show up irregularities in the electrical activity of your heart. Some may indicate problems, but some can also be very minor and do not require follow-up.

A Vhi Doctor will interpret the test results and discuss them with you on the day. Afterwards the ECG results may also be reviewed by a Specialist and, in the event that any issues arise with your ECG, we will contact you to discuss any further action that might be needed.

Please be aware that the ECG is a screening test performed at a single point in time. A normal ECG can not definitively say that you do not have a problem or that you will not develop one in the future. The ECG also detects minor changes which may not be of any significance, or it may not be clear from the test how significant they are, and you may need to discuss the results with your own GP to see if further investigations are required.

Who is suitable for the test?

Everyone can have this test, however for people with an existing heart condition the results of the ECG test may be more difficult to interpret. If this impacts you the Vhi Doctor will discuss it with you, and will advise you how best to use the information from the ECG.

Preparation for test

The Vhi Nurse may need to shave a small area of chest hair to attach the pads. It is advisable not to wear body-cream or moisturiser on the day of your appointment, as this can stop the pads sticking to your skin.

Physical examination

Description of test

The Vhi Doctor will perform a physical examination of your heart, lungs and ears, that combined with your test results give useful screening information.

Your medical and family history will be used by the Vhi Doctor to guide any other specific physical examinations that would be beneficial to you.

If you have chosen to have either a testicular examination (males) or a breast examination (females), this will also be performed by the Vhi Doctor.

Purpose of test

The aim of this examination is to identify physical signs that assist in interpreting your screening test results. The results will be discussed with you during the appointment.

Who is suitable for the test?

Everyone.

Preparation for test

If you wish, we can arrange on the day for a chaperone to be present.

If you wish to request that a Vhi Doctor of a specific gender does these examinations please let us know in advance and we will try to facilitate the request, but we cannot always guarantee it.

Prostate cancer test (males only)

Description of test

Screening for prostate cancer involves both a blood test (PSA)
+
a digital rectal examination (DRE) of your prostate gland.

The blood test is performed on the same sample as the other blood tests, and measures the level of Prostate Specific Antigen (PSA) in the blood. PSA is a substance made by the prostate gland, which naturally leaks out into the blood stream.

The Vhi Doctor will also perform a digital rectal examination (DRE) by inserting a gloved finger into the back passage (bottom) to feel the prostate gland.

PSA is not considered a routine test, so before you proceed with prostate cancer screening, the Vhi Doctor will discuss it with you and a shared decision will be made before proceeding. If you do not wish to proceed with the DRE it is not possible to have the PSA test done as both are required when screening for prostate cancer, and one test on its own can give misleading results.

Purpose of test

If your DRE is abnormal (indicating an enlarged prostate gland) the Vhi Doctor will discuss this with you at your screening visit and advise you regarding follow up care.

If your PSA result is elevated you will be advised to arrange to repeat the test in 6 - 12 weeks with your GP.

A raised PSA can be an early indication of prostate cancer before symptoms develop.

The PSA test cannot distinguish between slow growing cancers that may never cause any symptoms or shorten life, and fast growing cancers that need treatment.

Other conditions which are not cancer (e.g. enlargement of the prostate, prostatitis, urinary infection) can also cause a rise in PSA. Approximately 2 out of 3 men with a raised PSA level will not have prostate cancer.

Who is suitable for the test?

Prostate cancer screening will be considered for the following people:

- All 50 – 69 year old men
- Men greater than 70 years of age with no symptoms, healthy and fit with a life expectancy greater than 10 years
- Men under 50 years of age with no symptoms (especially if in higher risk group – with a first degree male relative (blood relative i.e. father/brother) with a history of prostate cancer or of Afro-Caribbean origin)

The PSA test is not suitable if any of the following apply:

- You have had a prostate biopsy or TURP in the last 6 weeks
- You have had an active urinary infection, or prostatitis in the last 6 weeks
- You are not willing to have a digital rectal examination (DRE)
- You are greater than 70 years of age and have no symptoms but present with other medical factors which make prostate cancer screening unsuitable (to be discussed with the Vhi doctor)
- You already have symptoms related to prostate cancer

Preparation for test

Before you decide whether to proceed with prostate cancer screening you should read fully the enclosed National Cancer Control Programme booklet which explains some of the advantages and limitations of these tests. This will help you decide whether or not to proceed with prostate cancer screening.

Colon cancer screening

Description of test

Colon cancer (also known as colorectal cancer or bowel cancer) is a term used to describe cancers that occur in the lower part of the digestive system. This includes the large intestine (colon) or rectum where food is processed and stored before being passed as waste.

Screening for colon cancer involves analysing a stool sample to detect small amounts of blood that are not visible to the eye. This is called faecal occult blood. The test used to detect this blood is called the faecal immunochemical test or FIT.

Purpose of test

A positive FIT test result does not mean you have colon cancer as blood can be found in the stool for many other reasons. However, you will need a further test called a colonoscopy, to find out why there is blood in your bowel motion.

A negative FIT test result does not rule out colon cancer, but it makes it less likely, so you should still be vigilant and see your GP if you have any symptoms such as changes in bowel habits, pain and visible blood. A negative test also does not mean that colon cancer will not develop at some time in the future and you should have the test repeated, but not for at least one year (national guidelines recommend every 2 years).

Who is suitable for the test?

Colon cancer screening is not suitable for everyone. The exclusion criteria are:

- Younger than 50 or older than 74 years of age
- Have a history of colon cancer, or adenomatous polyposis coli or hereditary non-polyposis colon cancer (should have repeat colonoscopy at specified time intervals instead rather than this test)
- Have inflammatory bowel disease such as Crohn's disease or Ulcerative colitis
- Pregnancy

Preparation for test

If you are suitable and have opted for this test you will be given a sample collection pack during your appointment. Please ensure you collect and return the sample as instructed.

Directions

Vhi Medical Centre Dublin

Europa House, Harcourt Street, Dublin 2

GPS co-ordinates

Latitude 53.333756, Longitude -6.263097



Description of the building:

Vhi Medical Centre is on the lower-ground floor of Europa House which is a red-brick building on the corner of Harcourt Street and Charlotte Way (opposite the Harcourt Street Luas stop). Enter through the main entrance steps and revolving door and take the lift down to Vhi Medical Centre on the lower ground floor. There is no Vhi signage outside, but there is a Europa House sign above the door and on the pillars beside the steps, and a small Vhi sign inside the lobby behind the desk.

Walking from city centre:

Vhi Medical Centre is close to the city centre. From Stephen's Green Shopping Centre follow the Luas tracks along the side of St. Stephen's Green and up Harcourt Street (it is the end of Harcourt Street farthest from St. Stephen's Green). Europa House is on the right hand side of Harcourt Street at the corner of Charlotte Way.

By Luas:

Vhi Medical Centre is opposite the Harcourt Street Luas stop which is one stop from the Green Line terminus at St. Stephen's Green. Coming from the south side there are park and ride facilities on the Green Line at Balally, Stillorgan, Beacon South Quarter and Sandyford.

Car parking:

There is no public car park at Europa House. There is limited on-street parking (pay and display) on the surrounding streets. The nearest large public car park is Stephen's Green Car Park at the back of the Royal College of Surgeons with access from Mercer Street which is a short walk away.

Note: for disabled access requirements, please contact us in advance for directions to an alternative entrance or a disabled lift on 056 775 3010.

Vhi Medical Centre Cork

Vhi SwiftCare Clinic, City Gate, Mahon, Cork

GPS co-ordinates

Latitude 51.886157, Longitude -8.404954



City Gate:

Vhi Medical Centre is located inside the Vhi SwiftCare Clinic on the left as you enter City Gate. Go in the main Vhi SwiftCare Clinic entrance and Vhi Medical Centre is through the door straight ahead.

From Cork city centre:

Take the South City Link Road to the Kinsale Road roundabout. Take the slip road at this roundabout for Dublin, Limerick and the Jack Lynch Tunnel (heading east). Continue and take the 4th exit for Mahon/Blackrock (signposted exit 10). Stay in the left-hand lane, keeping left at the top of the slip road, and continue straight through traffic lights at Mahon Point and Mahon Retail Park. City Gate is on the right hand side of the road after Mahon Point and Mahon Retail Park. Get into the right lane and take the right turn once you reach the Veterinary Centre and CSPA (on your left). Then take the entrance on your immediate right and you will have entered City Gate.

From the Dublin Road:

As you approach Cork, the first roundabout you encounter is the Dunkettle Interchange. Go through the roundabout taking the 2nd exit which leads into the Jack Lynch Tunnel. As you exit the tunnel you are on the South Ring Road. Take the first exit off the road, the slip road for Blackrock, Mahon and Mahon Point staying in the outer lane. Turn to your right at the top of the slip road and continue straight through the traffic lights by Mahon Point and Retail Park. City Gate is situated on the right hand side of the road after Mahon Point and Mahon Retail Park (see above).

Car parking:

There is limited parking available at City Gate in an underground car park. To enter it drive straight forward down the ramp at the entrance to City Gate and follow the arrows to the right. Vhi SwiftCare Clinic customer spaces are on your left. These are marked with signage. The escalators, stairs or lift are highlighted and will bring you out of the car park to ground level. Please leave a few minutes to walk from the car park to Vhi Medical Centre.

Directions by bus:

Bus 215 from Grand Parade (Daybreak shop) or 215A from South Mall to Mahon Point stop outside City Gate.

(Note: this information is correct at the time of printing but we would suggest you check with the bus company before travelling).

Vhi Medical Centre Galway

Unit 10, An Tornóg, Headford Road, Galway, H91 E2R8

GPS co-ordinates

Latitude 53.293935, Longitude -9.036975



An Tornóg:

Vhi Medical Centre is located at the right-hand end of a brick building in a small development (An Tornóg) which also houses a Tesco Express shop. Enter through the Vhi sign-posted entrance by using the buzzer access pad. It is on the ground floor.

From Eyre Square (Galway City Centre):

Head northwest on Eyre Square/R336 toward St Patricks Avenue. After 1.1km the road turns slight right onto Prospect Hill/R336. Continue to follow R336 for 0.7km. At the roundabout, take the 2nd exit onto Sandy Road. Continue for 1km, at the T Junction turn left, and at the roundabout, take the 3rd exit onto Headford Rd/N84. Turn left into An Tornóg at Tesco Express/Vhi.

Train, bus and coach stations all link onto Eyre Square.

Car parking:

There is limited parking available at An Tornóg in front of the building.

Directions by bus:

Bus Éireann Route 407 runs roughly every 30 minutes from Galway city centre (Eyre Square) through to Baile an Chóiste via Headford Road. The bus stop is across the road from An Tornóg, approx. 3 minute walk.

See www.buseireann.ie for further details.

Patient rights

Every patient in Ireland has the right to expect that the healthcare services they receive are of a high standard. This section outlines some of the patient rights that we believe you are entitled to in every healthcare setting and describes what we are doing to make sure that you receive quality care from us.

Dignity and respect

You have the right to be treated with respect, dignity and consideration for your religious and philosophical beliefs and values. If you have any special requirements please do not hesitate to contact us in advance of your appointment.

Withdrawal from process

At any point, you have the right to discontinue the screening process. If you wish to withdraw, please let a member of staff know and we will talk to you about issuing your results up to that point.

Accessibility and mobility

We offer our services to customers based on medical appropriateness, and all people have the right to equal access as long as the tests are medically suitable. We are also committed to ensuring that access to our Vhi Medical Centres is made as easy as possible for everyone.

Safe and effective services

We provide services in a safe environment, delivered by competent, skilled and trusted professionals. If you have any concerns about the facilities please let a member of staff know.

Communication

At all stages of the process it is our aim to provide you with information about the tests, results options and costs in a language you understand. If there is anything you are unsure of, or if you require further explanation, please ask any member of staff.

Information

You have the right to be informed of the name of any person involved in your care. All of our clinical staff wear name badges and introduce themselves, but if you are not sure who someone is or want any further information, please do not hesitate to ask.

Training and audit

Occasionally, for training and audit purposes, a second Nurse or Doctor may be present at your appointment. This is to help us improve the quality of the services we provide. Your permission will be sought when this happens, and you have the right to refuse.

Participation

You have the right to be involved in decisions regarding your health and no tests will be done without your informed consent. You also have the right to ask someone to accompany you during your appointment.

Comment

We value your comments and views about our services. You will be given the opportunity to participate in a feedback survey after your appointment. The results will be kept anonymous and will be analysed and used to improve our service.

We aim to provide you with the highest levels of service. However, should any aspect of the service fall below your expectations we are eager to hear about it. Vhi Medical Centres have a complaints procedure, and any member of staff can take the details of your comments or concerns and we will treat any complaint objectively with courtesy and respect. We will investigate your comments thoroughly and you will be informed of the outcome as soon as possible.

If you prefer to put your complaint in writing you can send it directly to:

Vhi Medical Centre Manager

Europa House

Harcourt Street

Dublin 2.

Vhi Medical Centres' complaint procedure is without prejudice to your statutory rights to complain to the Ombudsman, the Medical Council, or An Bord Altranais (The Nursing Board).

Vhi Medical Centres are also accredited by Joint Commission International. If you have serious concerns about patient safety and quality of care they have a complaints procedure you can use.

For further information visit <http://www.jointcommissioninternational.org/contact-us/report-a-quality-and-safety-issue/>.

Patient responsibilities

As well as having rights, everybody has responsibilities, and we would kindly request that you please observe the following when visiting Vhi Medical Centres:

- Notify us as soon as possible if you will be late or unable to attend an appointment
- Do not smoke in Vhi Medical Centres
- Treat staff and other visitors with courtesy and respect
- Observe any instructions given regarding facility health and safety and test instructions
- Provide us with accurate health information, as this will form the basis of your assessment
- Accept responsibility for managing your own health and follow the advice of the assessing Vhi Doctor in seeking further treatment when advised to do so.

