



Patient Guide

This patient guide is produced for all our patients to read to answer any questions that you might have about surgery, so you can make an informed choice in selecting Optilase for your procedure. It includes information on the treatments provided, our staff, and your rights/responsibilities as patients.

Copies can be downloaded from:
<https://www.optilase.com/our-clinics/>

Email: info@optilase.com

About Us

Optilase is a proud family owned business and as one of the first private clinics to be established in Ireland we have an excellent track record for providing exceptional laser eye surgery. We now have state of the art clinics nationwide, which operate flexible opening hours, allowing us to build your consultation, surgery and after-care around your busy schedule.

Lominol Ltd (trading as Optilase) is proud to be part of Thérapie Medical Limited which also includes other well known Irish and International brands including Thérapie Fertility and Thérapie Clinics.

Our Mission Statement is...

MAKING IT POSSIBLE

By providing exceptional personalised care to support your healthcare goals, with the most up-to-date procedures at affordable prices

OUR VISION

To be the leading private provider of refractive and therapeutic eye surgery in the Republic of Ireland and Northern Ireland.

PATIENT CENTRED
We set the industry standard for customer service, and will treat you with dignity and respect, to help you find the procedure that is right for your lifestyle.

EXCELLENT OUTCOMES
We use the latest technology and offer a lifetime care guarantee to make sure you get the vision improvements you expect.

AFFORDABLE & ACCESSIBLE CARE
We provide ethical care and guarantee total transparency in our pricing, with no hidden costs. We won't surprise you with any hidden 'extras'.

TEAM WORK
We support staff to grow and build teams with a culture of safety, learning and operational excellence so we can continuously improve.

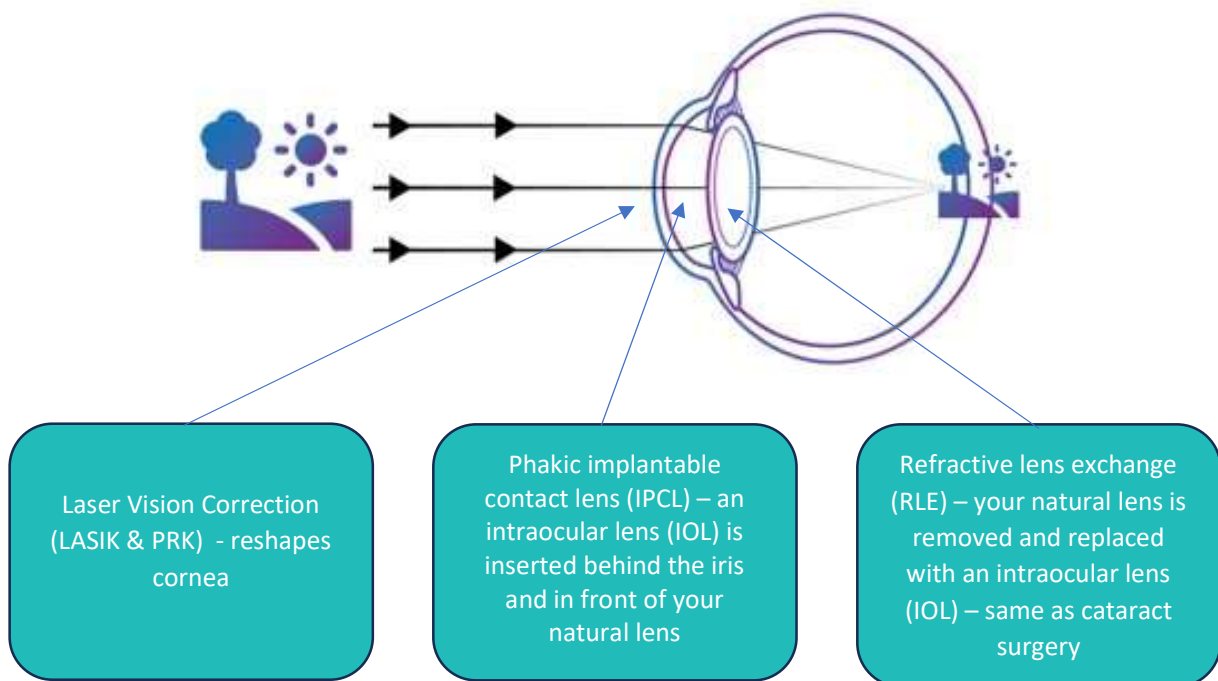
Introduction to Corrective Eye Surgery

Corrective Eye Surgery can be an effective treatment for short sightedness, long sightedness, and astigmatism. There have been many advances in corrective eye surgery over the years, and it has greatly improved in terms of safety and results.

The following gives a brief guide to the types of corrective eye surgery we offer. These will be discussed with you following your first suitability consultation with an experienced Optometrist and at a later pre-operative appointment with the Ophthalmic Consultant Surgeon.

All procedures are intended to reduce or eliminate your dependence on spectacles, contact lens and/or reading glasses.

All of our procedures are performed on a day case basis with no need for an overnight stay.



Laser Vision Correction

All Laser Vision Correction procedures are carried out using a class 4 Excimer laser. The VISX StarS4 Laser System offers ground-breaking technology, leading the way in patient safety, precision, and comfort:

- Maximum precision – minimal treatment time
- 3D active eye tracking - extremely safe and reliable through compensation to the slightest eye movements - all the movements in the eye are recorded and actively adjusted hundreds of times per second, allowing for the perfect positioning of the laser beam throughout the surgery.
- Variable sized beams - less dehydration, more precise results, and smoother treatments.

The basic process of most corrective laser eye surgery involves the outer layer of eye cells known as the epithelium, either being removed (PRK) or a thin corneal flap is created and lifted (LASIK).

A second step of reshaping the underlying cornea then happens to allow the eye to focus light correctly and repair vision. The differences between various types of corrective eye surgery relate to how the eye is prepared for the corneal reshaping.

LASIK (Laser in situ Keratomileusis) – Corneal Flap Procedure

The creation of the corneal flap is the first step of the LASIK procedure and prepares the eye for the second step where the VISX StarS4 laser reshapes the underlying cornea.

The IntraLase Method creates the corneal flap by applying tiny, rapid pulses of laser light in your cornea. Each pulse of light passes through the top layers of your cornea and forms a microscopic bubble at a specific depth and position within your eye. The depth and position are determined by the Surgeon. Your Surgeon creates your corneal flap by gently separating the tissue where these bubbles have formed. Your eye is now prepared for corneal reshaping.

The IntraLase Method flap creation process takes less than 15 seconds per eye. Including preparation time, the entire LASIK procedure typically takes about 10 minutes. Once the entire procedure is completed, the corneal flap is smoothed back into position.

Recovery from the LASIK procedure is very rapid and patients can usually resume light activities and return to work after 48 hours.

PRK (Photorefractive Keratectomy) – Epithelium Removal Procedure

In some cases, no flap is created in the cornea. This may be recommended for a few different reasons, for example, to conserve corneal tissue or for safety reasons for some occupations, or if contact sports are played. Instead, only the thin outer layer of epithelium is removed by using an alcohol solution known as ethanol to loosen the epithelial cells. Your Surgeon can then gently remove the epithelial layer and your eye is now prepared for corneal reshaping.

The epithelium is self-healing, so over the course of roughly 5 days after your surgery the epithelium regrows and heals. A bandage contact lens is placed in the eyes for these 5 days after the surgery to aid the healing process.

Monovision

Laser treatment can be performed on either one or both eyes. In most cases both eyes will be corrected to give optimal results for either distance or near vision. In some cases the dominant eye is fully corrected, and the non-dominant eye will be corrected allowing for near ability with a compromise in the distance vision. Both eyes working together allow for a reduction in your need for glasses.

Intraocular Lens (IOL) Implantation

Phakic Implantable Contact Lens (IPCL)

Phakic IOLs are clear implantable intraocular lenses that are surgically placed just behind the iris in front of your natural lens. Soft and flexible like contact lenses, phakic lenses are manufactured from compatible material and remain in the eye permanently. They enable light to focus properly on the retina for clearer vision without the need for glasses. They can be a great option for someone who is unsuitable for laser vision correction. Each lens is custom designed and personalised to your eyes.

Refractive Lens Exchange (RLE)

In this procedure an intraocular lens (IOL) is inserted into the eye as a replacement to the natural lens. This can be done because the natural lens is cloudy (cataracts) or pre-emptively before cataracts develop to correct for the natural loss of vision that comes as the muscles in the eye weaken with age and people tend to need reading glasses for near vision. In Optilase we use premium lenses to give you the best outcome and we offer a range of lenses including monofocal, multifocal, extended depth of vision and toric (for correction of astigmatisms) lenses. The best choice of lens for you will depend on your lifestyle and requirements.

What type of corrective eye surgery is right for you?

Several factors play a role in what corrective eye surgery you might choose. One of the key factors is based on your pre-surgery examinations that determine the health and thickness of your cornea. A cornea that is too thin will be deemed riskier for flap-creation procedures.

Different procedures also have different recovery times and depending on your lifestyle or major events coming up, this might factor into your decision.

Age is also an important factor, because as you get older the muscles in the eye start to become weaker and your chance of developing cataracts increases, so laser vision correction may be less effective.

During your initial consultation, a trained Optometrist will discuss all your options for corrective eye surgery, but it is worth knowing the basics before starting the process. The more informed you are beforehand, the better questions and understanding you will have for your initial consultation with your Optometrist and your preoperative appointment with your treating Surgeon.

Your vision correction team

The eye surgeon you choose for vision correction surgery will remain responsible for your care from the first preoperative consultation until discharge, when your vision is stable after surgery. They will be working closely with other staff, including ophthalmic nurses, technicians, and optometrists, to provide the best quality care.

Ophthalmologists – Eye Surgeons

Ophthalmologists are eye surgeons - medically qualified doctors, who examine, diagnose, and treat diseases and injuries in and around the eye, including carrying out eye surgery.

All of our Ophthalmologists are registered with the Irish Medical Council, and have undergone higher specialist training in ophthalmology. They are also members of the Irish College of Ophthalmologists.

If you are having vision correction surgery, your Surgeon is responsible for helping you choose which procedure is best for you. This will be discussed with you during your preoperative consultation with the Surgeon.

He or she is then responsible for the surgery and every aspect of your care until you are discharged from the clinic or formally transferred to the care of another Ophthalmologist. Some aspects of your follow-up care may be delegated, either to another surgeon or a specially trained Optometrist, but they will have a clear line of communication with your Surgeon, and they remain responsible for your care.

Dr Alex George – MS DNB DOMS MBBS FRCOphth FRCS(Ed)

One of the UK and Ireland's leading Ophthalmic Surgeons, during his career Mr George has gained wide experience in a number of refractive surgery specialities which has led him to be regarded as an expert in his field. An active member of a variety of medical and ophthalmologic associations, Mr George is an accomplished surgeon with a number of expert qualifications including a Masters degree, additional qualifications from the New Delhi National Board of Examinations in Ophthalmology and additional specialist training in surgery in the US.

During his distinguished career, which includes many years of experience as a Consultant Ophthalmologist in several countries, Mr George has treated tens of thousands of patients.

He is listed on the Ophthalmic Specialist Register of the Irish Medical Council. He also holds a Certificate of Refractive Surgery from the Royal College of Ophthalmologists.

Mr Dipak Parmar – BSc (Hons), MBBS

Mr Dipak Parmar completed his medical training at the United Medical and Dental Schools of Guy's and St Thomas's Hospitals in London. He completed his basic surgical training at King's College Hospital in neurosurgery and ophthalmology, following which he successfully passed the FRCOphth examination to become a Fellow of the Royal College of Ophthalmologists. He completed his higher surgical training in ophthalmology and a fellowship in uveitis at Moorfields Eye Hospital in London.

Mr Parmar completed a clinical fellowship in cornea, external diseases and refractive surgery at the University of Texas Southwestern Medical Center in Dallas, Texas, USA, from 2003-2005. He is one of the few surgeons in the UK and Ireland to have undergone state-of-the-art training in refractive surgery in a prestigious clinical fellowship programme in the USA.

As a result of his training and research, he has authored over 40 papers in peer-reviewed journals and has written 3 book chapters. Mr Parmar was awarded the prestigious Fellowship of the Royal Australian and New Zealand College of Ophthalmologists (FRANZCO) in September 2011.

Dr Tom Materman - MBChB, FRANZCO

Dr Tom Materman received his primary medical degree from the University of Auckland, NZ in 1991. He worked as a locum GP before spending 12 months in Nepal with the Tilganga Eye Institute part of the Fred Hollows Foundation committed to providing first-world eye care in third-world countries. He then underwent postgraduate training in Ophthalmology in Wellington, New Zealand. After his training, he gained further Fellowship experience at the West of England Eye Hospital and the glaucoma service of Moorfields Eye Hospital. He then completed a two-year refractive surgical fellowship in London with Professor Jan Venter. Since 2006, he has been a Fellow of the Royal Australian and New Zealand College of Ophthalmologists.

He has since then performed over 30,000 laser vision correction procedures (LASIK/PRK) and gained significant experience in other areas of refractive practice such as refractive (clear) lens exchange, ICL implantation, and cataract surgery. He keeps his knowledge up-to-date by attending numerous courses and conferences and is enrolled in an approved CPD program by the Irish College of Ophthalmologists.

Dr Tom Materman is dedicated to Optilase using the safest and most advanced techniques and technologies worldwide. Dr Tom Materman is a member of various professional organizations, including the Irish Medical Council, the General Medical Council (UK), and the European Society of Cataract and Refractive Surgeons.

In his free time, he enjoys photography, cooking, and outdoor activities such as mountain biking, road cycling, and ocean sports.

Dr Nafaa Bader - MBBS, DO(RCSI), FRCS(Ophth)

Dr Nafa Bader is a highly experienced ophthalmic surgeon who has completed many thousands of refractive surgery procedures. He specialises in LASIK and LASEK laser eye surgery. Dr Bader has a special interest in refractive surgery, glaucoma and medical retina and is considered to be an expert in the field of corrective eye surgery. Dr Bader performs laser eye surgery at Optilase in Dublin and Cork.

Dr Bader graduated with a Bachelor of Medicine and Surgery degree in 1986 and went on to specialise in ophthalmology. After moving to the UK, he accepted the post of Clinical Attachment in the Eye Department of the Royal Victoria Hospital in Belfast. He progressed to become Ophthalmic Senior House Officer there before moving to Altnagelvin Hospital in Derry, Northern Ireland. Dr Bader completed his surgical training in ophthalmology and achieved the Fellowship in Ophthalmology from the Royal College of Surgeons in Edinburgh.

Dr Bader has vast experience in ophthalmology and has worked in various hospitals in the Ireland and the UK, including the St. Vincent's University Hospital, University Hospital Limerick, Royal Victoria Eye & Ear Hospital, Temple Street Children's University Hospital, the Mater Misericordiae University Hospital in Dublin and the Royal Victoria Infirmary Hospital in Newcastle. Dr Bader has undergone extensive additional training in ophthalmology and corrective eye surgery, including an advanced LASIK course at Moorfields Eye Hospital and courses in LASIK and LASEK treatments.

Dr Mehul Damani- MBBS MS DOMS DNB FRCS, CertLRS

Dr Mehul Damani is an ophthalmic surgeon with extensive specialist training in refractive surgery and is considered a leader in his field by his patients and peers. He is a specialist in LASIK and LASEK laser eye surgery, having performed over 19000 procedures. Dr Damani has mentored many Ophthalmic surgeons during their refractive surgery training.

He graduated from the University of Mumbai, where he won the Pfizer Medical award and medallion for first place in the final MBBS examination. He then became a Registrar at Grant Medical College and Sir J.J. Group of Hospitals in Mumbai, subsequently completing three years of specialist ophthalmology training which had an emphasis on cataract and glaucoma surgery. Dr Damani widened his experience as a speciality doctor for Colchester General Hospital NHS Foundation Trust and Southend University NHS Hospital. Dr Damani has gained experience through additional specialist training in refractive surgery and was awarded Certificate in Refractive Surgery (CertLRS) from The Royal College of Ophthalmologists. He has also conducted observations in Moorfields in oculoplasty.

Dr Damani has presented many peer reviewed medical papers and posters for American Society of Cataract and Refractive Surgery (ASCRS) and European Society of Cataract and Refractive Surgery (ESCRS).

Mr Mikhail Adolfo Hernandez Diaz - MD, FICO, FEBO

Mr Hernandez Diaz is a fully qualified medical practitioner with vast experience in ophthalmology. After graduating Magna Cum Laude, with great distinction, and gaining his Spanish University Medical Degree in 2011, his passion for ophthalmology developed. Becoming a specialist in the field, Mr Hernandez Diaz continued his studies in ophthalmology resulting in him winning the scholarship of the Congress of the Valencian Society of Ophthalmology in 2016 and leading him to become a Specialist Doctor of Ophthalmology in 2017. Since then, Mr Hernandez has completed a number of advanced qualifications in ophthalmology and refractive surgery, including a master's in advanced ophthalmology, giving him a wealth of knowledge in the field.

Mr Hernandez has performed more than 4,000 cataract surgery procedures and has gained a vast amount of experience in refractive intraocular lens treatments. With a keen interest in cataract and refractive lens exchange care, Mr Hernandez regularly attends and speaks at industry conferences to stay on top of the latest developments in the field and has shared his findings as a co-author and research participant in a substantial number of medical books, journals and clinical studies both internationally and nationally. He also teaches ophthalmology residents and medical students from Spain and other parts of Europe in the ophthalmology and cornea field.

Optometrists - specialists in examining eyes and vision

Optometrists (formerly known as ophthalmic opticians) are not doctors. They are specialists in examining your eyes and interpreting tests to prescribe spectacles and contact lenses. They are also trained to detect common eye health problems. Their professional body in the Republic of Ireland is known as Optometry Ireland, and they are regulated by Ireland's multi-profession health regulator known as CORU (meaning fair, just and proper in the Irish language).

In the Republic of Ireland, optometrists' study for 3 or 4-years for a bachelor's or master's degree in optometry and undergo a period of supervised training of about a year, which is assessed in the workplace and through a practical examination. The optometrist's role may include, diagnosis, treatment, interpretation of specialised imaging tests and postoperative eye examinations. Accurate measurement of vision and focus correction is central to successful vision correction surgery. Most eye surgeons therefore work closely with optometrists in ensuring that you receive the highest level of care.

Other staff

Nursing staff – nurses work closely with eye surgeons ensuring that all the correct checks are performed prior your surgery, maintaining a clean and safe surgical environment, and assisting during surgery.

Ophthalmic Technicians – are trained staff from a variety of backgrounds. Like Opticians or Optometrists, they perform specific diagnostic investigations, which are evaluated by the Surgeon before and after surgery. They work closely with the Surgeons ensuring the surgical equipment is maintained and routinely calibrated.

Surgery Managers/Front of house/Clinic Coordinators – staff with experience in looking after vision surgery patients are normally your first point of contact within a vision correction clinic, giving telephone advice about how to prepare for your appointments and answering basic questions.

These team members may also be trained to provide advice on preparing for surgery after the pre-surgical consultation and what to do after surgery. But responsibility for your care remains with your operating Surgeon from your first consultation until your follow-up is complete.

If you are unsure about any advice you have been given at any stage, there should be an open line of communication with your Surgeon to ensure that your questions are answered.

Your Patient Journey

The key stages are:

Initial consultation

- Patients have an initial consultation with a qualified optometrist who carries out pre-operative testing and discusses the treatment options and the cost of the surgery.

Pre-surgery consultation

- This is when you will meet your treating surgeon to discuss procedure choice and answer any questions you might have.

Day of Surgery

- Surgery is performed by the Surgeon you met at your pre-surgery consultation.
- You will be given after-care advice and instructions on the recovery process.

Early post-operative reviews

- The aim of the follow-up appointments are to review your healing and vision post operatively.

Later post-operative reviews

- Once your vision has stabilised after surgery and your eye/s have healed you will be discharged from the clinic, but rest assured, we are only a phone call away and additional appointments can be arranged at any stage.

Making appointments

It is advisable to book appointments in advance to ensure that you get the time of your choice. Any emergency postoperative potential complications will be seen immediately, and you must attend the clinic should you have any vision/eye related concerns.

The clinic will send a confirmation email one week prior to your appointment. Patients with a mobile number will receive a reminder text 24 hrs prior to appointment. Your appointment time will remain provisional and the clinic may contact you to request you come at a different time to facilitate changes to the appointments order that sometimes need to be made to ensure patient safety.

COVID 19 and other communicable diseases

COVID-19 regulations have been lifted at this time, however as we are a healthcare setting, there may be times when we still request that you wear a mask in certain areas of the clinic.

Please do not attend the clinic if you have any of the following symptoms:

- Fever
- Cough
- Shortness of Breath
- Loss or change to sense of smell or taste.
- Any other symptoms of flu, respiratory viruses or any other communicable diseases.

Methods of Payment/Credit

Prices will vary depending on the type of the treatment. A consultation is required prior to all initial treatments, enabling you to agree to a suitable course of treatment, and then you will be given a clear and transparent price, with no hidden surprises.

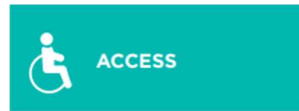
All major credit/debit cards are accepted. If paying by bank transfer ten working days must be allowed for clearance.

Payment plan and finance options are available subject to conditions.

Payment must be made in advance of surgery (and the consent form includes details of the refunds and cancellations policy).

Patient Rights

Optilase services are designed to ensure that they meet your patient needs and respect your rights as a patient.



Our services are organised to provide equity of access.

Unfortunately, not all our clinics are fully wheelchair accessible. Please refer to the below guide which outlines our wheelchair accessible clinics nationwide. Should you need any special assistance to get on/off treatment beds, a risk assessment will be carried out for your safety, and you will be fully involved in this process.

Wheelchair accessible clinics:

- Optilase Cork - (17B Opera Lane, City Centre, Cork, T12 Y7ND)
- Optilase Carrickmines - (Herbert Building, Level 2, The Park, Dublin 18, D18 K8Y4)
- Optilase Dundalk – (Units B&C, The Marshes Shopping Centre, Ramparts Road, Dundalk, Co. Louth, A91Y9HT).

An induction loop system is located in key areas to help people who are deaf or have a hearing loss to pick up sounds more clearly, by reducing background noise. The system helps hearing aid users to communicate efficiently and confidentially, even in noisy environments. Please ask staff if you need assistance using this.



We treat people with dignity and respect for your values and beliefs.

We aim to make sure that every adult that comes into our clinic is safe, cared for and treated with the utmost dignity. At Optilase we recognise that there are some adults that are at more risk of harm than others.

We want to make sure that all adults have the right to their own decisions and choices and will do everything to facilitate what they chose. We are also here to help if we feel that they have been abused, exploited, or neglected in any form and have a zero tolerance towards any such harm. Under no circumstances should the adult be taken advantage of, especially in terms of payment.

It is the responsibility of the staff and management to ensure that the patient's best interests are at the forefront on any decisions/actions taken, and if you have any concerns please contact the Clinic Manager.

If you wish to have a chaperone present for any of your appointments please let us know in advance.



SAFE & EFFECTIVE SERVICES

We provide services with competence, skill and care in a safe environment, delivered by trusted professionals.

This clinic has a health and safety, risk management and incident reporting policy.

We take part in staff continuing professional development to keep our skills and knowledge up to date.



COMMUNICATION & INFORMATION

We will always identify ourselves. We listen carefully and communicate openly and honestly. We provide clear, comprehensive and understandable information.

Consent Process

Optilase Clinic ensures that all members of staff have access to guidance regarding consent. Patients have a fundamental legal and ethical right to determine what happens to their own bodies. Valid/explicit consent to treatment is therefore central in any decision made. Within all Optilase clinics, all patients are required to complete a detailed consent process prior to start of any treatment or procedures. A copy of the Consent Form is given at the first appointment for patients to take away and consider prior to signing.

In accordance with the Irish Medical Council and the Irish College of Ophthalmologists guidance, patients meet with their Surgeon for a preoperative consultation to discuss the surgery before it is performed. This can be done either on the day the treatment is scheduled for, or if it is required/if a patient requests, they can meet the surgeon for their preoperative consultation prior to the date of their surgery. All questions are answered, and the consent process is completed. Once this has been completed, the patient then decides if they want to proceed with treatment.

Patient Education

After surgery the after-care instructions will be carefully explained to you and you will be given written instructions to take home. If at any point you do not understand the instructions, or require assistance with translation into another language, please do not hesitate to ask (note additional charges for translation and/or interpreters may apply).

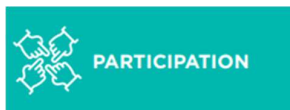
Pricing Transparency

Patients have the right to choose their provider, so we will provide you with transparent information about our procedures and pricing to support your decision.

Advertising Policy

This clinic ensures that all its adverts, patient leaflets and services it offers, complies with the Advertising Standards Authority for Ireland (ASAI) and honestly represent our services. Such standards are promoted under the ASAI's website: <https://www.asai.ie/>

In case of any complaints, all the advertising information will be released to ASAI by this clinic for verification or investigation, as appropriate.



We involve you in shared decision making to find the best treatment for your budget, lifestyle and values.



We will do our best to ensure that you have adequate personal space and privacy when you use our services. We maintain strict confidentiality of your personal information.

This clinic has a policy of patient confidentiality, and all information and records are kept safe and confidential. Qualified personnel will carry out all consultations in the privacy of the testing room. Records of all consultation and treatments are kept in patients' notes.

Optilase collects and uses your personal information, medical details where relevant and other information pertaining to your consultation to perform services / treatments which you have requested. More information on how we use your medical data is include in the privacy policy, and the procedure consent forms.

All patients have the right to have access to their health records in accordance with the General Data Protection Regulation May 2018. If you require access to your records, then please ask the clinic manager who will discuss this with you and agree on the level of information that you require access to. We have a legal obligation to complete your request within 1 month.

A copy of the privacy policy is available on our website for your convenience.



We will provide you with education and support to manage your own health and ensure that you avoid unnecessary pain.



We welcome your complaints and feedback, and will address your concerns in a timely manner.

Feedback

This establishment is committed to excellence in all areas of its services. We encourage feedback from patients regarding the standards of service, care and information, which you have received. We would welcome any comments or suggestions, which will enable us to work towards improving the quality of our treatment and services provided and ensure that patients receive adequate and correct information. Any comments you give to staff will be logged and analysed.

It is the aim of this clinic to obtain the views of its patients at least once during their course of treatment through a structured feedback survey. The collated information will be discussed at team meetings and protocol changes will be implemented when required to improve the services provided.

Complaints Procedure

This clinic operates a complaints procedure. Patients are asked that, in the event of any complaint, they speak or write to the Clinic Manager based in the clinic they wish to make a complaint about.

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within 2 working days and aim to have investigated the complaint within 21 working days of the date when it was raised. We shall then be able to offer an explanation, or a meeting as appropriate. If there are any delays in the process, we will keep the complainant informed.

When we investigate a complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for the complainant to discuss the problem with those concerned
- make sure the complainant receives an apology where appropriate
- identify what we can do to make sure the problem does not happen again.

At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing.

Patient Responsibilities

As well as having rights you also have responsibilities and we would kindly request that you please:

- To provide a safe and smoke free environment for staff and patients, the clinic is a no smoking zone.
- Patients are requested not to use mobile phones within the treatment areas.
- This establishment does not treat any children and advise that children should not accompany you during your visits.
- Keep appointments and let us know if you cannot attend.
- Let us know if you have any special access needs.
- Treat our staff and other patients with respect and consideration.
- Comply with any instructions given by staff relating to smoking, infection control and the safety of the clinic.
- Provide us with full and accurate medical information.
- Let us know if there is anything you do not understand.
- Ask plenty of questions, and cooperate during consultation and procedures
- Respect social distancing guidelines and respect the privacy of other patients when they are having conversations with staff.
- Follow any instructions given for self-care (including taking medication) and attend follow up appointments.

Review of Patient Guide

This guide aims to provide clear and accurate information regarding treatment and facilities within our various clinics located in the Republic of Ireland. The guide will be updated as necessary and reviewed at least annually. If you have any views on the information contained within, or the presentation of this Patient Guide we would welcome your comments.