

Assistance for Diverse Needs

We aim to offer access for all people and we work with local disability groups to improve this. All new building work meets with current laws and guidelines.



Wheelchairs

Except for the main steps, all entrances and exits are wheelchair accessible.

Our help for wheelchair users includes:

- A wheelchair accessible computer and 2 touch screen kiosks in the concourse (reception) area
- Information about accessible parking and buses on the hospital website (www.mater.ie) and in this booklet's Travelling To The Hospital page
- The temporary use of a wheelchair if one is available - please ask a staff member



Hearing Loops

You will see this symbol where the loop system has been installed in the hospital.

If you need additional help, we can support you by:

- Texting appointments to you
- Adopting face-to-face communication
- Making a notepad and pen available to you if you have profound hearing loss (or if you would prefer written communication)
- Providing emergency visual alarms
- Offering you sign language interpretation
- Recording your special requirements or needs on our Hospital Information System



Toilets and Washroom Facilities

There are fully equipped toilets, washrooms and wet rooms in the hospital.



Blind or Low Vision

Our support includes but is not limited to:

- Appointment by telephone, on request
- Clear visible signage
- Emergency fire auditory alarms
- Talking signs and public announcement system
- The hospital website (www.mater.ie) conforms to Web Accessibility Initiatives (WAI) and Web Content Accessibility Guidelines (WCAG) standards
- Recording your special requirements or needs on our Hospital Information System



Assistance Dogs

- Are allowed in certain areas of the hospital
- Please phone in advance of your appointment to confirm access arrangements
- Access may be restricted for hygiene reasons



Interpretation Services

- We use the services of an interpretation company to ensure effective communication with patients of non-English speaking backgrounds and / or with hearing disabilities
- Please let staff know before your appointment if you need an interpreter
- Sign language interpretation is also available on request
- Interpretation can be done in-person or over the phone