



About the Irish health system

A guide for refugees and other migrants

Wax ku saabsan siistemka caafimaadka Irishka

Hagaha qaxootiga iyo muhaajirinta kale



Dhisidda adeeg
caafimaad
wanaagsan

Building a
Better Health
Service



About this guide

Welcome to Ireland. The Health Service Executive (HSE) has developed this short guide to help you understand the Irish public health system.

The guide is in three parts:

Part 1 gives you information on how to access different types of health care, the services that are free and how the GP (doctor), pharmacy (chemist) and hospital systems work. Part 1 begins on page 4.

Part 2 gives you information about specialist services:

- dental treatments,
- eye tests,
- hearing aids,
- vaccinations.

It also gives you information about some staff you may meet in the health system. Part 2 begins on page 9.

Part 3 tells you what to do in an emergency. Part 3 begins on page 12.

Keep this guide

This is an important document, so please keep it as you will need it again.

If you don't understand any part of this guide, please ask for help at your local health centre to help you with it. You can also get more information online at www.hse.ie or

Callsave: 1850 24 1850

Phone: 041 685 0300

Email: hselive@hse.ie

Wax ku saabsan Hagahan

Kusoo dhawoow Ireland. Health Service Executive (HSE) ayaa sameysay hagahan gaaban si uu caawiyo inay fahmaan nidaamka caafimaadka dadweynaha Irish ka.

Hagahan wuxuu ka kooban yahay 3 qayb:

Qaybta 1aad wuxuu ku siinayaa macluumaad si aad u hesho qaybo kala duwan oo baxnaano caafimaad ah, adeegan waa bilaash iyo sida GP (dhaqtarku), farmasigu (keemistig) iyo nidaamka uu ushaqeeyo cusbitaalka. Qaybta 1aad waxay ka bilaabinaysaa bogga 4aad.

Qaybta 2aad waxay ku siinaysaa macluumaad ku saabsan adeegyada takhakhuska:

- daaweynta ilkaha,
- tijaabada indhaha,
- caawinta maqalka,
- talaalyada.

Waxay bixisaa macluumaad ku saabsan shaqaala qaarkood kuwaas ku kalmi kartaan nidaamka caafimaadka. Qaybta 2aad waxay ka bilaabinaysaa bogga 9aad.

Qaybta 3aad waxay ku sheegaysaa waxa la sameyo xilli amar degdegga ah. Qaybta 3aad waxay ka bilaabanaysa bogga 12aad.

Ilaali hagahan

Waa dokumeenti muhiim ah, sidaa darteed hayso maadama aad u baahan karto markale.

Hadaadan waxna ka fahmayn hagahan, fadlan caawimaad weydiiyso xarunta caafimadka ee aagiina si ay kaaga caawiso. Waxaad kalood macluumaad dheeri ah oo online ka helaysaa www.hse.ie ama

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Part 1: How to access different types of health care and how the system works

How do I access the health service?

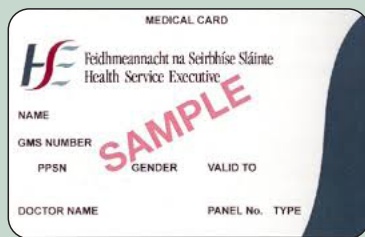
When you arrive in Ireland, you will learn how to apply for a medical card. This card gives you free access to some health services. **You can apply for it online at www.medicalcard.ie**

You need the following information to apply for a medical card: name, address, date of birth, Personal Public Service Number (PPSN), social welfare payment information and GP (doctor) acceptance and signature.

Three months before a medical card expires (can't be used any more), there will be a review to see if a person still qualifies for the medical card. But, the HSE can review if a person qualifies for a medical card at any time.

If you are over 70 you will also need to apply for a medical card.

The card looks like this:



Will I have to pay for health services?

Most health services are **free with a medical card**.

How long will I have a medical card for?

The card usually lasts for about **two years**. Protection applicants get the card for a year. The HSE will write to remind you to renew your card. Please ensure that you complete and return these forms to renew your card.

If you are over 70, you will need to apply for a medical card just once.

When you apply for a new card or a replacement card, you must make sure that you provide all the information asked for on the application form. You must tell the medical professionals and medical services if information like your address, contact details or your medical or financial circumstances have changed.

Qaybta 1aad: Sida loo helo qaybaha kala duwan ee baxnaanada caafimaadka iyo qaabka uu shaqeeyo siistamku

Sideen ku heli karaa adeega caafimaadka?

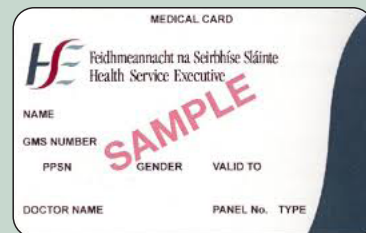
Markaad soo gaadho Ireland, waxad baranaysaa sidaa loo buuxiyo kaarka caafimaadka. Kaarkan wuxuu ku siinaya inad si bilaash ah ku hesho qaybo adeega caafimaadka ah **Waxaad ka buuxin kartaa si khadka tooska ah www.medicalcard.ie**

Waxaad u baahantahay macluumaadkan soo socda si aad u buuxiso kaarka caafimaadka: magaca, ciwaanka, maalinka dhalashada, Personal Public Service Number (PPSN), xogta caydh bixinta shacabka iyo GP (dhakhtarka) qaabillitaankiisa iyo saxiixka.

Saddex bilood ka hor intuu dhicin kaarka caafimaadku (lama isticmalo karo inbadan), waxaa jiri doona qiimayn in weli qofku usoo baxayo kaarka caafimaadka. Laakiin, HSE waxay qiimayn kartaa in qofka weli usoo bixi karayo kaarka caafimaadku xilli kasta.

Hadad ka weyn tahay 70 waxaad u baahantahay inad buuxiso kaarka caafimaadka.

Kaarku sidan buu u egyahay:



Ma inaan qarash ku bixiyaa adeega caafimaadka?

Badana adeega caafimaadku **wa bilaash haddi la wato kaar caafimaad**.

Illa goorma ayaan haysanayaa kaar caafimaad?

Kaarku wuxuu shaqeynayaa illaa **labo sano**.

Codsadayaasha ilaashan waxay ku helaan kaarka sanad. HSE ayaa ku soo qori si ay kuuso xasuusiso inaad cusbaynaysiiso kaarkaada. Fadlan iska hubi inaad dhamaystirtay aadna soo celisay foomkan si loo cusbaynaysiiyo kaarkaada.

Hadaad da'da 70 ka sareyso, waxaad ubaahantahay inaad hal mar keliya buuxiso.

Markaad buuxiso kaar cusub ama badal ah, waa inad si aad iskaga hubiso macluumaadka dhan eed bixinayso ee lagugu weydiiyo foomka. Waa inaad u sheegtaa xirfadlayaasha caafimaadka iyo adeega caafimaadkaba haddii macluumaadka sida ciwaankaada, faahfaahinada la xidhiidhitaankaada ama xaaladaha caafimadeed ama dhaqaaleed inay isbadaleen.

When checking if you qualify for a card, the HSE will ask you for your consent to contact other departments.

Being able to continue to keep a medical card depends on your personal, social, medical and financial circumstances. This might mean that you cannot keep your card if you find work or your financial position improves.

What do I do if I am not well?

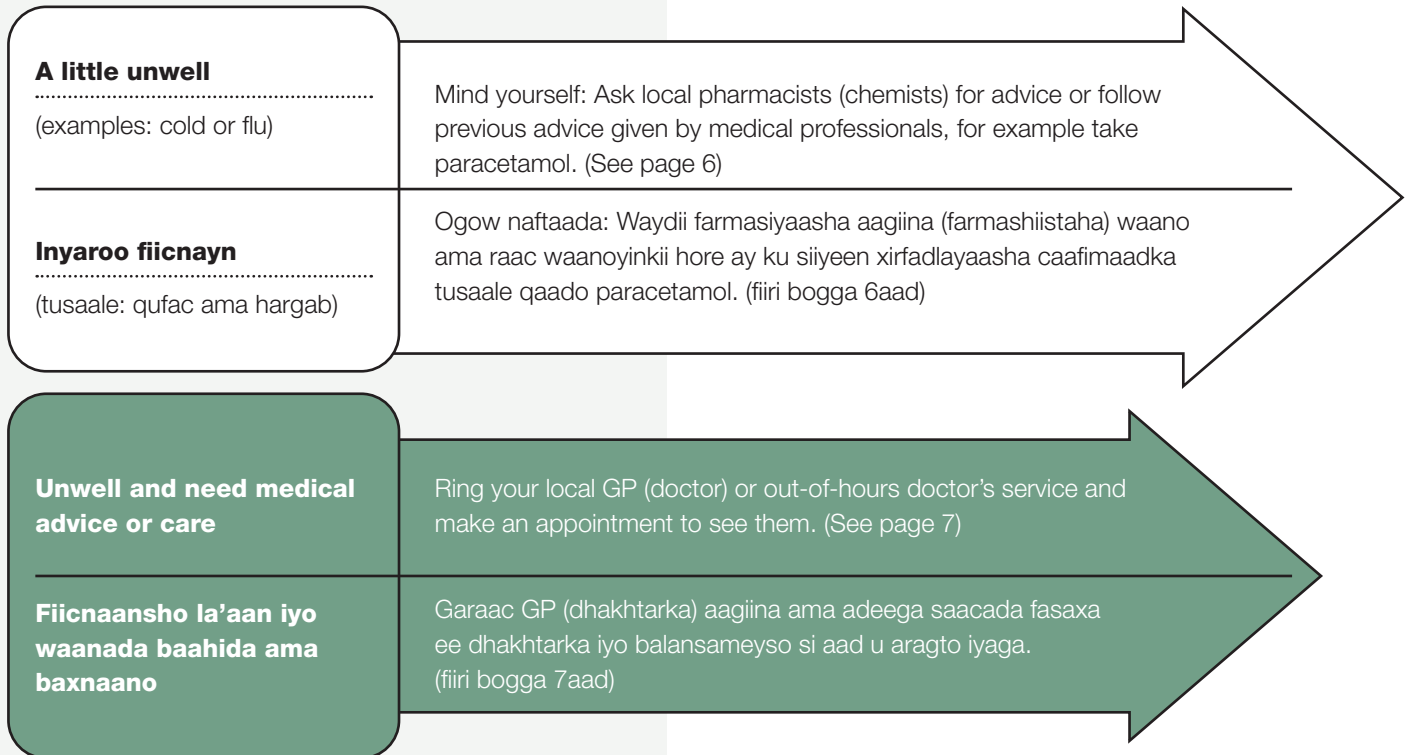
This will depend on how unwell you are.

Markii la hubinayo kuwaalitiga kaarka, HSE waxay ku weydiin doontaa ogolaanshahaada si ula xidhiidho laamaha kale.

Awoodida in lasii wado inla ilaaliyo waxay ku xidhantahay xaaladahaaga shaqsiyeed, shacabeed, caafimaadeed iyo dhaqaaleed. Taani waxay ka dhignaan karta inad sii haysan Karin kaarka haddii aad shaqo hesho ama booskaada dhaqaaleed uu fiicnaado.

Maxaan sameeyaa hadaan fiicnayn?

Tani waxay ku xidhantahay hadba sida xanuunkaagu yahay.



<p>Seriously unwell or have an unexpected or serious illness</p>	<p>Ring your local GP (doctor) or out of hours doctor's service and make an appointment. You may then need to go to the emergency department or local injury unit. If you have an illness or injury that the GP cannot fully diagnose or treat, they will send you to a hospital. If they think that you need very urgent treatment, they will give you a referral letter for the Local Injury Unit (LIU) or hospital's emergency department (often called 'ED' or A and E). (See pages 7 and 12).</p>
<p>Sidaran aan u caafimad qabin ama leh jiro aan la filayn ama Qatar ah</p>	<p>Garaac GP (dhakhtarka) aagiina ama adeega saacada fasaxa ee dhakhtarka sameysana ballan. Waxaad u baahankarta inaad aado emergency department ka ama local injury unit. Hadaad leedahay jiro ama dhaawac uu daaweyn Karin dhakhtarka guud GP, waxay kuu dirayaan cusbitaal. Haday u maleeyaan inaad ubaahantahay daaweyn degdeg ah, waxay ku siinayaan warqad gudbin ah Local Injury Unit (LIU) ama laanta xaalada degdega ah ee cusbitaalka (badanaa loogu yeedho 'ED' ama A iyo E). (fiiri bogaga 7 iyo 12).</p>
<p>If you suspect or have confirmed that you are pregnant or have recently had a baby.</p>	<p>Once you suspect or have confirmed that you are pregnant you should contact your GP (doctor) who will refer you to the local Maternity unit / hospital. Maternity services are available to you for all of your regular check-ups as well as any concerns or pregnancy related emergencies you may have. Maternity care in Ireland is available free of charge to women living in Ireland.</p>
<p>Haddii aad shaki ka qabto ama aad xaqiijisay inaad uur leedahay ama aad dhawaan ilmo dhashay.</p>	<p>Marka aad ka shakiso ama aad xaqiijiso inaad uur leedahay waa inaad la xiriirto GP-ga (dhakhtarka) kaasoo kuu gudbin doona qaybta Hooyada & Dhallaanka / isbitaalka deegaankaaga. Adeegyada Hooyada & Dhallaanka ayaa diyaar kuu ah marka aad marayso dhammaan baaritaannadaada joogtada ah iyo sidoo kale walaacyo kasta ama xaaladaha degdegga ah ee uurka la xiriira ee laga yaabo inaad qabto. Daryeelka Hooyada & Dhallaanka ee ka jira Ayrland waxay ku heli karaan si lacag la'aan ah dumarka ku nool Ireland.</p>

The following pages give you more detail on each of the above options.

Bogagan soo socda waxay ka siinayaan xogo dheeraad ah goaankasta oo kor ku xusan.

A little unwell

You should take care of yourself or whoever you are looking after. Go to the pharmacist (chemist) and or look up further information on reliable websites (see 'Get more information' below on page 14).

Take care of yourself and your loved ones

You can take care of yourself and others you may be looking after by:

- eating a healthy diet
- drinking plenty of water
- taking regular exercise
- wearing footwear and clothing suited to Irish weather

Ask your local pharmacist (chemist) for advice

You can get free advice from your local pharmacist (chemist). You can also get medicine if you need it. (See pages 10-11.) A pharmacy is a shop where medicinal drugs are prepared and sold.

Get more information

We have a very good website www.undertheweather.ie Type in this address on the internet and you can get useful tips for looking after your health and treating common illnesses.

Medical staff will give you expert help if you need it.

Inyaroo fiicnayn

Waa inaad isdaryeesha ama ruuxkasta oo daryeelayso. Aad farmashiistaha (keemistaha) ama raadi macluumaad dheeri ah bogaga isku haleyn leh (fiiri 'hel macluumaad dheeri ah' boga hoose ee 14 aad).

Isbaxnaani adiga iyo dadkaad jeceshahay

Naftaada wad baxnaanin kartaa adiga iyo kuwa kale eed ilaalinayso:

- cunidda cunto caafimaad qabta
- cabidda biyo badan
- sameynta jidh dhis jooqta ah
- xidhashada marada cagaha iyo dharka loogu talagalay hawada Irish ka

Weydiiso farmashiistaha aagiina (keemiste) waano

Waxaad ka heli kartaa waano bilaash ah farmashiistaha aagiina (keemistaha). Waxaad kalood heli karta daawo hadaad ubaahantahay. (fiiri bogagan 10-11.) Farmasigu waa dukaan lagu diyaariyo laguna iibiyo daawooyinka.

Hel macluumaad dheeri ah

Waxaan haysanaa bog aad u wanaagsan www.undertheweather.ie Kuqor ciwaankan khadka waxaad kaloo heli kartaa faaidada talooyinka ilaalinta caafimadkada iyo daaweynta jirooyinka caadiga ah.

Shaqaalaha caafimaadku waxay ku siinayaan caawinaad khuburo ah hadaad ubaahato.

Unwell and need medical advice

If you feel that you need medical advice, you will need to go to see a GP (doctor). These are qualified **doctors** who work in the community.

If you can, make an appointment to see them.

Normally, you need to make an **appointment** to see a GP. If you have a medical card, your visit to the GP will be **free**. Otherwise, you might have to pay about €50-€60 a visit. You can ask about the doctor's fee when you are making your appointment.

GPs deal with general health and medical problems. They can:

- **carry** out tests and diagnose what is wrong with you
- **treat** illnesses and minor injuries and advise you on how to recover
- **give** you a prescription – a document which allows chemists to provide medicines that are only available when a doctor says you need them
- **advise** you on mental health supports available if you've been feeling sad or worried about things

What happens if the GP cannot fully diagnose or treat me?

If you have an illness or injury that the GP cannot fully diagnose or treat, they will send you to a hospital. If they think that you need urgent treatment, they will give you a referral letter for the hospitals Local Injury Unit (LIU) or emergency department (often called 'ED' or A and E).

If your case is not urgent but you need expert treatment, your GP will give you a **letter or send a letter to the hospital** to get an appointment with a medical specialist – usually a specialist hospital doctor who can provide the right advice and treatment, but there may be a wait time for this appointment. This visit will be free if you have a medical card.

In Ireland, health care professionals like doctors try to see patients most in need of medical attention first. Health care professionals decide who needs treatment the most. This means that you may have to wait to be seen. If you do not speak English, ask if you can get an interpreter.

Aan fiicnayn iyo baahida waano caafimadeed

Hadaad umalayo inaad ubaahantahay waano caafimaad, waxaad ubaahantahay inaad aragto GP (dhakhtar). Kuwani waa **dhakhaatiir** usoo baxay inay u shaqeeyaan bulshada.

Hadaad awood, balanqabso si aad u aragto.

Caadi ahaan, waxaad ubaahan inaad qabsato **ballan** si aad u aragto dhakhtarka GP. Hadaad haysato kaarka caafimaadka, booqashada GP gu waxay noqoni **bilaash**. Haddii kale, waa inaad bixisaa lacag dhan €50-€60 booqashadiiba. Waxaad weydiin kartaa dhaqtarka qarashka markaad ballan qabsanayso.

Heshiiska GP gu la leeyahay caafimadka guud iyo dhibaatooyinka caafimaad. Waxay awoodan:

- **inay** ku baadhan ogaadaana waxa kaa qaldan
- **daaweeyaana** jirooyinka iyo dhaawacyada yaryarka ah kaana waaninaya sidii aad usoo kabsan lahayd
- wuxuu ku **siinayaa** warqad caafimaadeed-dokumeenti ogolaanaya farmashistuhu inuu bixiyo daawooyin kuwaas kuu banana markii dhaqtarkaadu ku sheego inaad ubaahantahay
- **kaa waaniyo** xanuunada dhimirka taageero hadday jirto haddii aad dareemayso xanaaq am aka welwelsantahay waxyaalo

Maxaa dhaca haddii GP ama dhaqtarkadu ogaan waayo cudurkaadu ama I daawee?

Hadaad leedahay jiro ama dhaawac uu daaweyn Karin dhakhtarka guud GP, waxay kuu dirayaan cusbitaal. Hadey umaleeyaan inaad ubaahantahay daaweyn degdega ah, waxay kuu siinayaan warqad gudbin ah cusbitaalka Local Injury Unit (LIU) ama laanta xaaladaha degdega ah (badanaa loogu yeedha 'ED' ama A iyo E).

Haduu xaaladada ay dagdag ahayn laakiin waxaad ubaahantahay khuburo daawo, dhaqtarkadu GP wuxuu ku **siinayaa warqad ama uma diri warqad cusbitaalka** si aad u hesho ballan leh takhasus caafimeed –badanaa dhaqtarka takhakhuska ee cusbitaalka bixinkara waanada saxda ah iyo daawada, laakiin waxaa jira kara waqti la sugo ballanta. Booqashadan waa bilaash haddi aad haysato kaar caafimadeed.

Ireland gudaheeda, xirfadlahaasha baxnaanada caafimaadku sida dhakhtarku waxay isku dayayaan inay arkaan bukaamada aadka ubaahan fiir caafimaaded ah oo hore. Xirfadlahaasha baxnaanada caafimaadku waxay goamiyaan kuwa aadka ugu baahan daaweynta. Tani waxay ka dhigantahay inad sugto in lagu arko. Hadaadan ku hadal English, weydiiso hadad heli karto turjamaan.

What if I am pregnant?

If you suspect you are pregnant or are pregnant, you can contact your local Maternity unit/ hospital for advice or attend in person depending on the situation.

Your GP (doctor) will refer you to the local Maternity unit/ hospital who will offer you regular appointments with Midwives and Obstetricians. The Maternity unit/hospital will be able to arrange for interpreter services to be available to you for your appointments. You will Maternity services are available free of charge to women who are living in Ireland.

If you have any urgent concerns regarding your pregnancy you should attend local Maternity service without delay. This may include :

- Bleeding for your vagina
- You are leaking fluid from your vagina
- Have observed a change or reduction in your baby movements.
- Are experiencing headaches / blurred vision/heartburn
- Are known to have a high risk pregnancy
- Signs of labour.

What do I need to tell my GP (doctor)?

Before your GP can treat you, they will need to ask you questions about your general health and medical history.

The doctor will ask you questions about:

- other illnesses and injuries you had
- how they were treated
- any allergies you may have
- what medications you take

Please answer all the questions the GP asks you. This will help them to make the correct diagnosis and decide on the right treatment.

You should bring your medical card with you to the GP and, if you think it will help the doctor, any further medical information or records.

Do I need an appointment to see the GP?

In most situations, yes, as most GPs use an appointment system. Appointments are usually made for one family member only. If you need the GP to see two or more people, then you need to arrange more than one appointment.

Some clinics/doctors offer walk-in clinics.

It is very important to go to the appointment.

Maxaa dhacaya haddii aan uur leeyahay?

Haddii aad shaki ka qabto inaad uur leedahay ama aad uur tahay, waxaad la xiriiri kartaa qaybta Hooyada & Dhallaanka/ isbitaalka deegaankaaga si aad talo u hesho ama si shakhsiyan ah u tag iyadoo ku xiran xaaladda.

GP-gaaga (dhakhtarka) ayaa kuu gudbin doona qaybta Hooyada & Dhallaanka/ isbitaalka deegaankaaga kaasoo ku soo bandhigi doona ballamo jooqto ah ay kula yeeshaan Umulisooyinka iyo Dhakhaatiirta Dhalmada. Qaybta Hooyada & Dhallaanka/isbitaalka ayaa awood u yeelan doonaan inay kuu qabanqaabiyaan adeegyada turjubaanka si aad u heli karto xilliga ballamahaaga. Waxaad u heli doontaa adeegyada Hooyada & Dhallaanka diyaarka u ah si lacag la'aan ah ee loogu talagalay haweenka ku nool Ayrland.

Haddii aad qabtid wax walaacyo ah oo degdeg ah oo ku saabsan uurkaaga waa inaad tagto adeegga Hooyada & Dhallaanka ee deegaanka adigoo daahin. Tani waxaa ka mid noqon kara:

- Dhiigbaxa xubinta taranka
- Marka dheecaan kaa socdo xubintaada taranka
- Markaad aragto isbeddel ama hoos u dhac ku yimida dhaqdhaqaaqa ilmahaaga.
- Markuu ku hayo madax-xanuun / arag cawiran / wadhe-xanuun
- La og yahay inaad halis sare ku gasho uurka
- Calaamadaha foosha.

Maxaan ubaahanahay inaan usheego GP (dhakhtarkayga)?

Intuunan ku daawaynin GP gagu, waxay ubaahanyihin inay ku weyddiyay suuqo ku saabsan caafimaadkaada guud iyo taariikhdaada caafimaad.

Dhakhtarku wuxuu ku weyddiin suuqo kusaabsan:

- xanuuno kale iyo dhaawacyo aad lahayd
- sidii loo daaweeyay
- inaad xasaasiyaad leedahay
- daawooyinka aad qaadato

Fadlan ka jawaab suaalaha uu dhaqtarku GP kuweyddiyo. Tani waxay ka caawinaysaa iyaga inay si sax u ogaadaan goaamiyaana daawaynta ku haboon.

Waa inaad soo qaadato kaarkaada caafimaad markaad u imaanayso GP ga, hadaad umalayso inay caawinkarto dhaqtarka, macluumaad ama diwaankasta caafimaad oo dheeri ah.

Ma u baahanahay ballan inaan arko GP ga?

Badanaa xalaadaha, haa sida GP yadu badanaa ay isticmaalaan ballamo nidaam. Balamuhu badanaa waxaa sameeya hal xubin oo kamid ah qoyska. Hadad ubahaantahay inaad GP aragto labo iyo inkabadan dadku, waa inaad habeyso waxka badan hal ballan.

Kiliinikyo qaarkood/ dhaqaatirta waxay bixiyaan kilinik socod ah.

Aad ayay muhiim utahay inaan balanta aad aado.

What happens if I can't go to the appointment?

If you are offered a medical appointment and do not turn up, **you may not be offered another appointment.** You must be on time for appointments.

If you cannot go to your appointment, please tell the clinic/doctor so that your appointment can be given to another person. You can telephone the clinic/doctor to say that you can't attend. If you still need to see a doctor, you can make another appointment.

When illness or injury needs to be investigated, a GP may do medical tests. Depending on the results, they might send you to a specialist doctor in a hospital. Treatment by a specialist is based on medical need.

Important

There is a **waiting list** to see most medical specialists and this may mean that you will have to wait for a long time before they see you.

When are GP surgeries open?

GP services are usually open from 9am to 6pm.

Outside of these times, GP services are available for emergency consultations in **most** towns after 6pm. These services are called "out of hours". You may wish to check with your local service where and when you can access their surgery and arrangements for out of hours. You can use this out of hours service if you need to see a doctor urgently in the evening or at weekends.

The out of hours service is for urgent medical care only. Your GP will have their out of hours information on the answer machine if you ring them outside normal clinic hours. This service is usually between 6pm and 8am Monday to Friday and 24 hours on Saturdays, Sundays and Bank Holidays.

The out of hours service does not provide routine clinic appointments and, if your medical issue is not urgent, you should make an appointment with your GP during normal clinic hours.

What happens when I ring a GP out of hours service?

When you ring the out of hours service in your area, a receptionist will take your personal details.

Your call will be referred to a nurse who will ring you back.

The nurse will decide if you need over the phone nursing advice, an appointment with a GP, a house call, a referral to a hospital emergency department, or an ambulance.

Clinical decisions or treatments made by the out of hours service are noted in your record and the information is sent to your GP to make sure your treatment is followed up if needed.

Maxaa dhacaya haddii aan aadi Karin ballan?

Haddi lagu siiyo ballan caafimaadeed aadna imaan weydo, **ballan kale lagu siin maayo.** Waa inaad xilligeeda timaado ballantu.

Haddii aadan imaan Karin ballanta, fadlan lahadal kiliiniga/dhaqtarka si ballanta loo siiyo qofkale. Waxaad garaaci kartaa kiliiniga/dhakhtarka sheeg inaad imaan Karin. Haddii aad weli u baahantahay inaad aragto dhakhtar, waxad sameysan kartaa ballan kale.

Markii xanuun ama dhaawac la rabo in la baadho, GP ayaa sameyn karaba baadhitaan caafimaadeed. Iyadoo ku tiirsan jawaabta, waxay kuu diri karayaan cusbitaal dhakhtar takhasus leh. Daaweynta dhaqtar takhakhus leh waxay ku saleysantahay baahi caafimaad.

Muhiim

Waxaa **jira liis** sugayaal ah si loo arko badanka dhaqaatiirta takhakhuska ah tanina waxay ka dhigantahay inaad sugi doonto waqti dheer intaynan ku arag.

Goorma ayuu furanyahay qalitaamada GP?

Adeegyada GP waxay furanyihiin laga bilaabo 9am illaa 6pm.

Wixii ka baxsan waqtiyadan, adeegyada GP waa la helayaa la tashiga xaaladaha degdegga ah magaloyinka **badankood** wixii ka dambeeya 6pm. Adeegyadan waxaa la yidhaahdaa "saacadaha kabaxsan shaqada". Haddad rabto inaad hubiso adeega aagiina ah meesha iyo xilliga aad heli karto qalitaanka iyo habaynta saacadaha ka baxsan. Waxaad kalood isticmaali kartaa adeegan saacadaha ka baxsan hadaad rabto inaad aragto dhaqtar si degdeg ah habeenkii ama isbuuca dhamaadkiisa.

Adeega out of hours waxaa keliya loogu talagalay baxnaanada caafimaadka degdega ah. Dhaqtarkaadu wuxuu ku siinayaa macluumaadka out of hours mashiinka baa kaa qaabanaya markaad garaacdo xilliyada kabaxsan waqtiga caadiga ah ee kiliiniga. Adeegani wuxuu badanaa u dhaxeeyaa 6pm iyo 8am isniinta illaa jimcaha iyo 24 saac sabtida, axadda iyo maalmaha ciida.

Adeega xilliga saacadaha kabaxsan shaqada kiliiniga ma bixiyo balamaha joogtada ah, haday xaaladaada caafimeed ay dagdag ahayn, waa inaad ballan laqabsato GPga xilliga caadiga saacadaha kiliiniga.

Maxaa dhacaya hadaan garaaco GP ga marku shaqada ku jirin?

Markaad garaacdo adeega xilliga shaqada ka baxsan, soo dhaweeyahaa ayaa kaa qaadaya faahfaahinta shaqsiyaadka.

Wicintaankada waxaa loo gudbin kaalkaalisoo kusoo wici doonta dib.

Kaalkaalisadu waxay goaansanaysaa inaad ubaahantahay waano kalkaaliiseed taleefanka korkiisa, ballan dhaqtareed, wicitaan guri, gudbin laanta xaaladaha degdega ah ee csubitaalka ama ambalaas.

Doodaha kiliiniga ama daaweynta la sameeyay xilliga shaqada ka baxsan waxa lagu qori diwaanka iyo macluumaadka loo diray GP gaaga si loo hubiyo daaweynta in laraacay hadii loo baahdo.

Is it okay if I ask questions?

Yes, when you go to see your GP or any other health care professional, **it is very important that you ask any questions about your medication or treatment before you leave.** They will be happy to answer your questions.

Three useful questions you should ask:

What is my main problem?	Waa maxay dhibaataadaadu?
What do I need to do?	Maxaan ubaahnahay inaan sameeyo?
Why is it important for me to do this?	Maxay bay faaiido iigu leedahay inaan sameeyo waxan?
(Taken from Ask Me 3®)	(laga soo qaatay Ask Me 3®)

If your GP (doctor) prescribes you medicine, take the prescription (short document) to a pharmacy - also called chemist - to get your medicine.

Where do I get medicines?

You get medicines at your local **pharmacy** (chemist). A pharmacy is a shop where medicinal drugs are prepared and sold. A lot of medicines need a prescription from a GP (doctor). Pharmacists can provide information on other 'over the counter' medicines that don't need to be prescribed. Pharmacies are usually marked outside by the sign showing a green cross.



Ma caadi baa haddaan suaalo ku weydiyo?

Haa, markaad aado si aad u aragto ama xirfadle caafimaad kale, **waxaa muhiim ah inaad weydiiso suaalo kasta oo ku saabsan daaweyntaada ama daawada intaadan tegin.** Aad bay oogu faraxsanaan doonan inay ka jawaabaan suaalahaaga.

Saddex suaalood oo faaiido leh inaan weydiyo:

Haddi GP gaga (dhaqtarkada) kuu qoro daawo, qaado warqad dhaqtar (dokumeenti yar) farmasiga- ayaa la dhahaa keemistahu- daawadaada inaad hesho.

Xageen ka helaa daawada?

Waxaad ka heli kartaa **farmasiyaha** aagiina (keemiste). Farmasigu waa dukaan lagu diyaariyo laguna iibiyo daawooyinka. Daawooyin badan waxad ubaahantahay warqad GP (dhaqtar). Farmasiistuhu wuxuu ku siinayaa macluumaad daawada 'bilaa warqad dhaqtarka' ah kuwaasoo an ubaahnayn in la qoro. Farmashiyadu waxaa lagu calaamadiyay calaamada ku tusinaysaa iskutallaab cagaaran.



Ask

If you have a prescription, ask your pharmacist (chemist) the following questions:

- How much medicine do I need to take?
- How often do I need to take it?
- Should I take the medicine with food or before I eat?
- What, if any, are the side effects of taking the medicine?
- Where should I keep the medicines (in a fridge or a cool dark place)?

Weydii

Haddii aad haysato warqad dhaqtar, weydii farmasiistahada (keemistaha) suaalahan socda:

- Daawee intee la eg ayaan ubaahanahay inaan qaato?
- Imisa jeer ayaan ubaahanahay inaan qaato?
- Ma cuntadan la qaataa mise kahor?
- Waa maxay, haddii ay jiraan saameynta ay leedahay qaadashada daawada?
- Xageen ku ilaaliyaa daawada (ma talaagad qabow, mise meel qabow oo madow)?



Tell:

Make sure you tell the pharmacist (chemist) **if** you:

- are taking any other medicines or herbal supplements
- have allergies
- have any medical conditions, are pregnant or think that you might be pregnant

Basic medicines and supplies

At the pharmacy, you can buy basic medicines and supplies like:

- paracetamol
- cough medicine, and bandages without a doctor's prescription
- you may find it useful to keep a small supply of over the counter medications to treat minor illnesses like paracetamol

Antibiotics

There are strict rules about prescribing antibiotic medication, and these can **only** be prescribed by a medical doctor or GP. Your pharmacist (chemist) will not let you have antibiotics unless you have a prescription.

Never share or exchange medicines

Never share or exchange prescription medicines with others. Prescription medicines are **only** to be used by the patient they have been prescribed for.

Do I have to pay for medicines that are prescribed?

With a medical card you do not pay the full price for medicines that have been prescribed for you. If you moved from an Accommodation Centre to your home and have a medical card, you have to pay the Government fee per medicine. **You must bring your medical card with you to the pharmacy, along with the money to pay the fee for each of the items prescribed.**

If you live in an Accommodation Centre, you may not have to pay these charges. However, if you lived in an Accommodation Centre and move to your home, you must pay the charges.

Sheeg:

Hubi inad usheegto farmashiistaha (keemistaha)

haddii adigu:

- aad qaadnayso daawo kale ama daawo dhireed
- xasaasiyad leh
- xaalado caafimaad leh, uur ah ama aad umalaynayso inaad uur tahay

Daawada aasaasiga ah iyo dheeri ah

Farmasiga, waxaad ka gadan kartaa daawada aasaasiga ah ama sahayd sida:

- paracetamol
- daawada qufaca, iyo faashado billa warqad dhaqtareed
- yaxaad haysan kartaa sahayda yaryar sida daawoyinka bila warqada dhaqtarka ah si aad u daaweyso jirooyinka yaryar sida paracetamol les maladies bénignes, par ex. du paracétamol

Antibiotic yo

Waxaa jiraa sharciyo adag kuna saabsan qoridda daawoyinka antibiotic, iyo **kuwo** uu qori karo dhaqtar ama GP. Farmasiistahagu (keemistahaga) kuma siinaayo antibiotics illaa aad haysato warqad caafimaded.

Waliga ha qaybinin ama kala badalinin daawada

Waliga hala qaybsanin ama haka badalinin waraaqada daawada dadkale. Waraaqaha daawada waa inuu isticmaalo bukaanka **kaliya** ee loo qoray.

Ma qarash inaan bixiyaa daawada la ii qoray?

Kaarka caafimad wadashadisa ma bixinaysid qarashka dhan ee daawada lagu qoray. Haddaad kasoo guurtay xarunta hoyga degtayna guri haysatana kaar caafimadeed, waa inaad bixisaa qarashka dowlada daawo kasta. **Waa inaad usoo qaadataa kaarkaada caafimaadkada farmasiga macal lacagta aad ku bixinayso shay kasta oo lagu qoray.**

Hadaad ku nooshahay xarumaha hoyga, waxaa laga yaabaa inaad bixin qarashyadan. Sikastaba ha ahaatee, hadaad ku noolayd xarumaha hoyga una soo guurtay gurigaaga, waa inaad bixisaa qarshka.

Seriously unwell or get an unexpected serious illness

Only go to the emergency department in a hospital if you are:

- seriously unwell
- unexpectedly seriously unwell
- have a serious injury and are unable to get to a GP in time

The emergency department will only treat you if you have one of these situations. You must go to your GP (doctor) for all other treatments.

If you have an emergency and are in immediate danger, read Part 3 on page 18.

If you are not in immediate danger, go to your doctor

If you are not in immediate danger, do not go to the emergency department unless your GP tells you to and gives you a letter for the hospital staff.

If you go to the emergency department for a non-emergency, expect a very long wait. Staff in the emergency department will work first with patients who need emergency treatment.

Most medical issues can be dealt with by your GP or the GP out of hours service (after 6pm service).

Sidaran ujiran ama helida xanuun daran oon la filayn

Kaliya aad emergency department ee cusbitalka haddi aad:

- sidaran ujirantahay
- silama filaan ah u xanuunsanaysid oo daran
- leedahayna dhaawac culus iyo awood la'aanta helidda GP isla waqtigas

Laanta xaaladaha degdega ahi kaliya wuxuu kaa daweynayaa haddii aad leedahay xaaladahan uun. Waa inaad aadaa GP (dhaqtarkaada) daaweynta kaloo dhan.

Haddii aad ku jirto xaalad degdega ah iyo khatar degdeg ah, aqri qaybta 3aad bogga 18 aad.

Haddii aadan ku jirin khatar degdega ah, dhaqtarkaad aad

Haddii aadan ku jirin khatar degdega ah, ha aadin emergency department illaa uu GP gadu kuu sheego ama kuu siiyo warqad shaqalaaha cusbitaalka.

Haddii aad u aado emergency departmentga xaalad aan degdeg ahayn, waa inad rajeysaa sugid dheer. Shaqaalaha laanta xaaladaha degdega gu waxay u shaqeynayaan marka hore bukaanka ubaahan daaweyn degdeg ah.

Badanaa xaaladaha caafimaad waxaa la acaali karayaa GP gada ama GP shaqeya out of hours service (adeega ka dambeeya 6pm).

Part 2:

This part of this guide gives you information about specialist services (dental treatments, eye tests, hearing aids, vaccinations). It also tells you about staff you may meet in the health system.

How do I get dental care?

If **your teeth** need attention, you can use the adult dental scheme run by the HSE (provided by the HSE for free if you have a medical card). It covers a limited range of treatments. To check what is available, you will need to visit a dentist's surgery in your area.

The website www.hse.ie/eng/services/maps will help you find a nearby dentist.

You may have to pay for some dental treatment. However, many dentists offer payment plans to help you spread the payments out.

Children's services

All children up to 16 years of age can access emergency dental clinics in the HSE Dental Service.

For advice on how to access emergency treatment, please contact your local clinic.

Some clinics have a walk in service and for others you need to make an appointment to examine their teeth.

Children in primary schools will usually be offered an appointment in 2nd, 4th and 6th class. Any necessary treatment will be provided. They will also be referred to specialist teeth services (orthodontic services) if needed and they qualify for these services.

How do I know if my dentist provides services for medical card holders?

A list of dentists who treat the holders of medical cards is available from your local health centre, Citizens Information centre or library. It is likely that the dentist you go to will be on the list.

Qaybta 2aad:

Qaybtan hagahan wuxuu ku siinayaa xog kusaabsan adeega takhahuska (daaweynta ilkaha, tijaabada indhaha, caawinta maqalka, talaalyada). Waxay kaloo kuu sheegaysaa wax kusaabsan shaqaalaha aad kula kulmi karto nidaamka caafimaadka.

Sideen u helaa taxadar ilkaha ah?

Hadii **ay ilkahaagu** u abaahanyihiin fiirin, waxaad isticmaali kartaa habka dadka waaweyn ilkahooda looga baaro HSE (waxaa bixisa HSE lacag la'aan hadii aad haysato kaar caafimaad). Waxay daboolaysaa dhawr daaweyn oo xadidan. Si aad u hubiso waxa la helayo, waxaad u baahantahay inaad booqato dhakhtarka qaliinka ilkaha ee agagaaralkiina.

Ciwaanka www.hse.ie/eng/services/maps ayaa kaa caawin inaad hesho dhakhtarka ilkaha ee kuugu dhow.

Waa inaad bixisaa xoogaa daweyn ilkaha ah. Si kastaba ha ahaatee, dhakhaatiir ilkaha oo badan waxay bixiyaan qorsheyaal lacag bixineedoo kaa caawinaya inaad si fidsan u bixiso.

Adeegyada caruurta

Dhamaan caruurta 16 jirka ah waxay helayaan adeega deg-dega ah ee ilkaha ee HSE adeega ilkaha.

Talo ku saabsan sida loo baaro daweynta deg-dega ah, fadlan la xiriir kiliiniga maxaliga ah.

Kiliinigyada qaar waxay leeyihiin adeeg markaa ad socota ah iyo kuwa kalena waxay u baahanyihiin balan si ay u baaraan ilkkahaaga.

Caruurta dugsiiga hoose badanaa waxay helaan balan fasalada 2aad, 4aad, iyo 6aad. Daweyn kasta oo muhiim ah waa lagu siinayaa. Sidoo kale waxay kuu gudbinayaan adeeg ilkaha oo takhasus leh (orthodontic services) hadii loo baahdo weyna kugu qancinayaan adeegooda.

Sideen ku ogaanayaa hadii uu dhakhtarkayga ilkaha uu bixinayo adeegyo dadka haysta kaarka caafimaadka?

Tiro dhakhaatiir caafimaad ah kuwaasoo daweeya dadka haysta kaarasha caafimaadka ayaa laga helayaa xarunta caafimaadka ee maxaliga ah, muwaadiniinta Xarunta xogta ama maktabada. Waxay u egtahay inaad adiguba tahay dhakhtarka ilkaha aad waxay noqon doontaa tirada.

How do I get treatment for eye problems?

If you are an adult with a medical card, you are entitled to a free eye test with an optician and a review appointment every 2 years.

If the optician decides you need glasses, you are entitled to a free new pair every 2 years if you have a medical card. If you are a medical card holder and are concerned about your eyesight, contact your local health centre to make an appointment with an optician.

If you are worried about your child's vision or their eyes, and they are:

- in pre-school - contact the public health nurse or GP
- in primary school - contact the school nurse or GP. School screening happens in junior infants and for all new entrants. They may send your child to a special eye doctor (an Ophthalmologist).
- in secondary school - contact your GP

In an emergency, contact your GP / out of hours service / Emergency Department.

Hearing aids

Medical card holders are entitled to free hearing aid services from the HSE. If you want to get a hearing aid on your medical card, you must get your GP to sign a form saying you need one. You will need a full medical card, as you cannot claim a free hearing aid on a GP only card.

Aids and appliances

The HSE provides a wide range of medical and surgical aids and appliances, such as wheelchairs and walking aids. These are free of charge to medical card holders and people on the Long Term Illness Scheme. You need to be assessed by a relevant health professional.

Each Community Healthcare Organisation (CHO) uses the same way to give funding for medical and surgical appliances. Sometimes, you may be put on a waiting list or applies as this service is very popular.

Sideen u helaa daweyn dhibaatooyinka indhaha?

Hadii aad tahay qaangaadh haysta kaarka caafimaadka, waxaa lagugu casuumayaa baadhid indhaha oo bilaash ah oo ah dhakhtarka indhaha iyo dib u fiirin balan 2 sano o kasta ah.

Hadii uu go'aansado dhakhtarka indhuhu inaad u baahantahay ukuyale waxaad helayaa labo xabo oo bilaash ah 2 sano oo kasta hadii aad haysato kaar caafimaad. Hadii haysato kaarka caafimaadka aad na khuseyneyso aragaaga, la xiriirxaruunta caafimaadka ee maxaliga ah si add u balansato dhakhtarka indhaha.

Hadii aad ka walwalsantahy ilmahaaga aragooda ama indhahooda ayna yihiin:

- dugsiga hortii- la xiriir kalkaalisada caafimaadka dadweynahay ama GP ga
- dugsiga dhexe- la xiriir kalkaaliyaha dugsiga ama GP Baadhitaanka dugsiga waxay ku dhacdaa caruurta yar-yar iyo dhmaan kuwa cusub. Waxay u diri karaan ilmahaaga dhakhtarka indhaha oo khaas ah (Ophthalmologist).
- dugsiga sare- la xiriir GP gada

Xaalada deg-dega, ah la xiriir GP / oo ka baxsan xiliga adeega / laanta xaaladaha degdega.

Caawinta maqalka

Kuwa haysta kaarka caafimaadka waxay helayaan adeega caawinta maqalka oo bilaash ah HSE. Hadii aad rabto inaad hesho caawinta maqalkaaga kaarkaga caafimaadka waa inaad ula tagtaa GP gada si uu kuugu saxiixo waraaq sheegaysa inaad u baahantahay mid. Waxaad u baahantahay kaar caafimaad oo buuxa, maadama aad wada heli Karin caawin maqal oo bilaash ah GP kaar kaligeed.

Caawimaadaha iyo buuxinaha

HSE waxay bixisa waxyaabo kala duwan oo caawimaad iyo qaliin caawimaado sida gawaarida curyaamiinta iyo walxaha lagu socdo. Kuwani waa u bilaash dadka haysta kaarka caafimaadka iyo dadka xanuunka dabada-dheer kusoo jiray. Waxaad u baahantahay inuu ku baadho takhasusle caafimaad.

Community Healthcare Organisation (CHO) wuxuu isticmaala jid la mida taakulaynta caafimaadka iyo qaliinka. Marka qaar, waxaa lagu dhigi karaa liisto sugid dadka buuxiyay adeegan waa can.

How do I or my children get vaccines we need?

Vaccinations can help to protect you and your family against certain diseases. You can discuss any questions or concerns with your GP or public health nurse. Vaccines need to be given when your child is at the right age so as to protect them.

It is important your children get their vaccines on time to protect them and other children who are too young to be fully vaccinated.

Your child needs to get vaccines at the right age to protect them. They need a number of vaccines - not just one. If your child got vaccinated before you moved to Ireland, speak to your doc.

Pregnant women should get the flu vaccine and the pertussis vaccine to protect them against flu and whooping cough.

You will be asked to consent to receive (get) vaccinations for yourself and any children under the age of 16 in your care.

Vaccinations for children are free.

What is consent?

You will also be asked to give informed consent (agreement) for surgery and treatment. You need to understand your choices and what it means to consent to have a procedure, treatment or vaccine. Please ask medical staff to explain in detail what consent means for different procedures and treatments.

What if I don't speak English?

If you don't speak English, please tell the medical staff and ask if an interpreter can be arranged for you.

Side baan ani ama caruurtaayda ku heli karnaa talaalka aan u baahanahay?

Talaalka wuxu kaa caawin karaa adiga iyo qoyskaada inaad k hortagtaan cudurada qaar. Waad ka wada hadli kartaan wixii su'aal ah ama ku saabsan GP ama public health nurses. Talaalku waxaa loo baahanyahay in la siiyo caruurtaadada'da saxda ah si ay uga hortagaan.

Waa muhiim caruurtaadu inay helaan talaalka wakhtiga saxda ah si uu uga hortago iyaga iyo caruurta kale ee aad uga yar in si buuxda loo talaalo.

Caruurtaadu waxay u baahanyihiin inay helan talaalka da'ada saxda ah si uu uga hor tago. Waxay u baahanyihiin taalaalo dhawr ah- ma aha kaliya hal. Hadii aad talaashay ilmahaaga ka hor inta iinan aadin Ireland, la hadal dhakhtarkaaga.

Haweenka uurka leh waa inay helaan flu vaccine iyo pertussis vaccine si uu uga hortago hargabka iyo qufaca xiiqda ah.

Waxaa lagu weydiini fasaxa aad ku hesho (hel) talaalada nafsadaada iyo ilmo kasta oo ka yar 16 jir oo adi aad ilaalisid.

Talaalka caruutu wa bilaash.

Waa maxay fasax?

Waa lagu weydiin si lagu siiyo xog fasax ah (heshiis) qaliinka iyo daaweynta. Waxaad u baahanyahay inaad fahanto dookhaga iyo micnaha fasaxa aad haysato habka daweynta ama talaalka. Fadalan weydii shaqaalaha caafimaadka inay si faah-faahsan kuugu sharxaan waxa uu fasax yahay habaab kala duwan iyo daaweyno.

Kawaran hadii aan ku hadlin ingiriiska?

Hadii aadan ku hadlin ingiriiska, fadlan u sheeg shaqaalaha caafimaadka iyo weydii hadii ay kuu hagaajiyeen turjumaa.

In Case of Emergency (ICE)

Health care staff will ask you to provide contact details for:

- your spouse or a family member or
- a person you know that they can contact if you need help

In an emergency, we will ask you for these contact details. We keep this information in our records. We treat this information as private and confidential. In case of emergency (ICE) contacts should be adults you know and trust.

- Please put an ICE contact number on the contacts list in your mobile phone.
- Consider keeping the following text message on your phone in English for medical appointments:

My name is _____.

My date of birth is _____.

I speak Arabic (or another language), and I need an interpreter please.

(If I cannot speak) please contact the following person: _____

Relationship: _____

Location (address): _____

Phone / email details: _____

You may also find it useful to put this message in your phone in English in case you get lost:

Hi, my name is _____.

I am new to Ireland and I am lost.

My address is _____

My eircode is: _____

Hadii uu kays deg-deg ah jiro (ICE)

Shaqaalaha taxadarka caafimaadka waxay ku waydiinayaan inay ku siiyaan sharaxaada la xiriirka:

- lamaanahaaga ama cubin qoyskaaga ah ama
- ruux ku yaqaana oo ay la xiriiri karaan hadii aad caawin u baahanto

Xaalada deg-dega ah, waxaan ku weydiinaynaa la xiriirka faah-faahintan. Waxaan ku ilaalinaynaa xogtan rikoorkaanaga. Waxaan u daweynaynaa xogtan si shaqsi ah iyo asturan. Xaalada deg-dega ah (ICE) waxaad la xiriiraysaa qaanqaadh aad taqaano kuna kalsoontahay.

- Fadlan dhig lambar ICE telefankaaga si lagaaga soo xiriiro.
- Tixgali ilaalinta fariimahan soo socda telefankaaga ingiriis balama caafimaad:

Magacaygu waa _____.

Taariikhdayda dhalasho waa _____.

Waxaan ku hadlaa carabiga (ama luuqad kale), iyo waxaan u baahanahay turjumaan fadlan.

(Hadii aanan hadli karin) fadlan la xiriir

ruuxan: _____

Xidhiidh: _____

Meesha (ciwaanka): _____

Taleefan/ email faah-faahin: _____

Sidoo kale waxaad u heli kartaa mid waxtar leh inaad dhigto fariintan taleefankaaga ingiriis ahaan hadii aad lunto:

Seetahay, magacaygu waa _____.

Waan ku cusbahay Ireland waana lunsanahay.

Ciwaankaygu waa _____

Eircode-kaygu waa: _____

What other health professionals might I meet?

When you use our health system, you will meet doctors, pharmacists and other professionals:

- Occupational therapists
- Physiotherapists
- Public health nurses.

(see below for details of what these people do)

Occupational therapists and physiotherapists

If you have difficulty standing, walking or moving, or if you are recovering from an injury, you will likely get an appointment with an **occupational therapist or physiotherapist**.

Public health nurse

A public health nurse may come to see you or make an appointment at a local clinic. Public health nurses mainly look after:

- babies and children
- new mothers
- older people

If you get a visit from a public health nurse, community general nurse or an occupational therapist, this is usually as a result of your name being given to them by the HSE following your visit to a GP or hospital. You can get more information about these services from your local HSE health centre, your GP or online at:

[hse.ie/eng/services/list/2/PrimaryCare](https://www.hse.ie/eng/services/list/2/PrimaryCare)

Xirfadlayaal caafimaad oo kale maxaan la kulmi karaa?

Markaan isticmaalo habka caafimaadkeena, waxaad lakulmi dhakhaatiir, farmashiyeyaal, iyo takhasusyaal kale:

- Daaweeyaha shaqada
- Daaweeyaha jidhka
- Kalkaaliyasha caafimadka dadweynaha.

(hoos ka fiiri faah-faahinta waxa ay qabtaan dadkan)

Daaweeyaha shaqada iyo Daaweeyaha jidhka

Hadii ay istaagidu dhib kugu tahay, socodka ama dhaqaaqida, ama aad kasoo kabanayso dhaawac, hubaal waxaad heli balan **Daaweeyaha shaqada ama Daaweeyaha jidhka**.

Kalkaaliyasha caafimadka dadweynaha

Kalkaaliyasha caafimadka dadweynaha waxay u imaanayaan inay ku arkaan ama in ay balan kaaga qabtaan kiliiniga maxaliga ah. Kalkaaliyasha caafimadka dadweynaha waxay badanaa fiirinayaan:

- ilmayaasha iyo caruurta
- hooyooyinka cusub
- dadka waaweyn

Hadii ay kusoo booqdaan Kalkaaliyasha caafimadka dadweynaha, kalkaaliyaha guud ee bulshada ama, Daaweeyaha shaqada tani badanaa waa magacaaga ayaa la siiyay HSE iyagoo raacaya booqashadaada GP ama cusbitaal. Xog dheeri ah oo ku saabsan adeegan waxaad ka heli kartaa HSE xarunta caafimaadka, GP ama khadka tooska ah: [hse.ie/eng/services/list/2/PrimaryCare](https://www.hse.ie/eng/services/list/2/PrimaryCare)

Part 3: What to do in an emergency

What do I do in an emergency?

In an emergency, you have two choices. You can:

- ring 999 or 112 (it's a free phone call) and ask for an ambulance or
- go to your nearest emergency department in the hospital
- If you have an emergency related to pregnancy, you should contact or go directly to your local Maternity unit/hospital.

1. Ring for help (999 or 112)

If you ring one of these numbers, you can call for an ambulance. These numbers can also be used to call the gardaí (police), fire service, lifeboat, coastal and mountain rescue services.

Try and have the following information ready when you speak to the emergency call operator:

- name of sick or injured person and their date of birth
- a description of what is wrong with the person (type of injury), any medical conditions or allergies that you know of)
- where you are and your eircode (if you know it)

If you can, tell the ambulance people the name of the person's GP and a list of medications the person is taking.

Don't worry if you can't do this.

When you ring emergency services, the staff there will ask you to stay 'on the line' (this means stay on the phone) and, if they think it helps, they will tell you what to do.

The operator on the emergency services phone line may also be able to provide an interpreter if you need one.

Sometimes a rapid response person (a person with medical training to help you) may arrive to offer help before the ambulance arrives.

Qeybta 3: Waxa la sameeyo xaalada deg-dega ah

Maxaan sameeya xaalada deg-dega ah?

Xaalada deg-dega ah, waxaad haystaa labo doorasho. Waxaad kartaa:

- wac 999 ama 112 (waa wicid bilaash ah) weydiina ambalaas ama
- aad xaruunta emergency department ee kuugu dhaw cusbitaalka
- Haddii aad qabto xaalad degdeg ah oo la xiriirta uurka, waa inaad la xiriirto ama aad si toos ah u tagto qaybta Hooyada & Dhallaanka/isbitaalka deegaankaaga

1. Wac caawin (999 ama 112)

Hadii aad wacdo mid kamid ah taleefanadan, waxaad u yeedhan karta ambalaas. Lambaradan waxaa sidoo kale lo isticmaalaa in loogu wacdo (booliska), dab damiska, laashaka, maraakiibta iyo adeega bad-baadinta buuraha.

Isku day inay akhbaaradkan soo socda kuu diyaarsanaadaan markanaad la hadlayso shaqaalaha xaalada deg-dega ah:

- Magaca xanuusan ama la dhaawacay iyo taariikhdooda dhalashada
- qeexida waxa ka khaldan ruuxa (nooca dhaawaca), marxalada caafimaad ama xasaasiyad aad taqaano)
- xagee buu yahay adi iyo eircode (hadii aad taqaano)

Hadii aad karto, u sheeg dadka ambalaasta ruuxa GP iyo liistada daawooyinka uu ruuxu qaadanayo.

Haka wal-walin hadii aadan sameyn karin.

Markaad wacdo adeega deg-dega ah, shaqaalaha waxay ku weydiinayaan inaad 'khadka ku jirto' (micnaheedu waatelefoonka haka bixn) iyo, hadii u maleeyaan inay ku caawinayso, waxay kuu sheegayaan waxii la sameyn lahaa.

Taleefanka shaqaalaha adeega deg-dega ah waxay awoodaan inay ku siiyaan turjumaa hadii aad u baahato.

Mararka qaar ruuxa deg-deg u miyirsada (ruuxa tababarka caafimaadka kugu caawinaya) wuxuu kusoo gaari karaa si uu kuu caawiyo ambalaasta ka hor.

2. Go to the emergency department in a hospital

In an emergency where you or someone you know has a serious and unexpected illness or injury, you could go to the emergency department in a hospital.

- If you have an emergency related to pregnancy, you should contact or go directly to your local Maternity unit/hospital.

If you want to speak to someone over the phone about how you are feeling call 1 of the two phone services below.

Suicide risk

Call 999 or 112 if you or someone you know is about to harm themselves or someone else.

Mental health crisis

A mental health crisis often means that you no longer feel able to cope or be in control of your situation.

In a crisis, you must get help as soon as possible.

A GP can offer support for anyone in crisis. If possible, ask someone to come along with you.

Go to or call the emergency department of your local general hospital www.hse.ie/eng/services/maps/

The YourMentalHealth information line is a phone service you can call any time.

A member of our team can tell you about:

- the mental health supports and services available to you
- how to access different services provided by the HSE and our funded partners
- opening hours

Freephone: 1800 111 888

The YourMentalHealth information line is not a counselling service.

Visit www.yourmentalhealth.ie for more information.

2. Aad laanta xaaladaha degdega ah ee cusbitaalka

Xaalada deg-dega marka adi ama ruux kale o taqaano uu leeyahayxaalad adeg iyo xanuunama nabar, wa inaad aada laanta xaaladaha degdega ah ee cusbitaalka.

- Haddii aad qabto xaalad degdeg ah oo la xiriirta uurka, waa inaad la xiriirto ama aad si toos ah u tagto qaybta Hooyada & Dhallaanka/isbitaalka deegaankaaga

Hadii aad ruux telefoonka kula hadlayso sida aad dareemayso wac 1 kamid ah labadan adeeg telefoon ee hoose.

Dhibaataada ismarjinta

Wac 999 ama 112 hadii adi ama cid kale oo taqaano ay tahy nafsadooda dhaawaca ama ruux kale.

Dhibaataada dhimirka

Dhibaataada dhimirku badanaa waa markii aadan in badan dareemin ama aadan xadidi karin xaaladaada.

Burburka, waa inaad caawimaad si deg-deg ah u heshaa.

GP wuxuu ku siin karaa caawin dhib kasta. Hadii ay macquul tahay, weydii in uu ruux kuu yimaado.

Aad ama wac emergency department ee cusbitaalka guud ee maxaliga ah www.hse.ie/eng/services/maps/

Xogta YourMentaHealth waa adeeg taleefan ood xilli walba wici karto.

Xubin kooxdaanada ka tirsan ayaa kuu sheegi kara:

- taageerida caafimadka maskaxda iyo adeegyada lagu helayo
- adeegyada kala duwan e ay ku siiso HSE iyosaaxiibadeena taakulaynta
- saacadaha la furayo

Taleefanka bilaashka ah: 1800 111 888

Xogta YourMentaHealth ma aha adeeg maareyn.

Booqo www.yourmentalhealth.ie xog dheeri ah.

Other phone supports

If you want to speak to someone over the phone about how you are feeling call 1 of the two phone services below.

Samaritans

The Samaritans telephone service is available 24 hours a day. They provide a listening service to anyone who needs it, no matter what you are going through.

For confidential, non-judgmental support:

- Freephone: 116 123
- Email: jo@samaritans.ie
- Visit www.samaritans.ie for details of the nearest branch

Pieta House

They provide support for people who are suicidal and people who self-harm.

- Freephone: 1800 247 247
- Text HELP to 51444 – standard message rates apply

ChildLine

- Freephone 1800 66 66 66
- Free text the word Talk to 50101

Face-to-face support

For face-to-face support contact your GP.

Urgent help

Call 999 or 112 and ask for the ambulance service if you or someone you know needs emergency help.

There may be other local health supports, including mental health supports, in your area.

Visit www.yourmentalhealth.ie for more information.

Taagerada talefoonada kale

Hadii aad ruux telefoonka kula hadlayso sida aad dareemayso wac 1 kamid ah labadan adeeg telefoon ee hoose.

Samaritans

Adeega talefoonada samaritanka waxaa la helayaa 24 saac maalinkii. Waxay bixiyaan adeega dhagaysigaku kasta oo u baahan, marxalad kasta oo aad ku jirto.

Sirta, taageerida aan la isku xukumaynin:

- Taleefanka bilaashka ah: 116 123
- Email: jo@samaritans.ie
- Booqo www.samaritans.ie faah-faahinta laanta kuugu dhow

Guriga Pieta

Waxay ku siinayaan taageerida dadka is-marjiya iyodadka is-dhaawaca.

- Taleefanka bilaashka ah: 1800 247 247
- Udir HELP 51444 - fariimaha heerka saamiga ahayuu ku shaqeeyaa

ChildLine

- Taleefanka bilaashka ah 1800 66 66 66
- Udir fariin bilaash World Talk 50101

Waji ka waji taageerid

La xiriir waji ka waji taageerida GP.

Caawin deg-deg ah

Wac 999 ama 112 weydiina adeega ambalaasta hadii adi ama cid kale ood taqaano u baahanyahay caawin deg-deg ah.

Waxaa jiri kara taageero caawimaad oo maxali ah, ooy ku jirto taageerida caafimaadka maskaxda, agagaarkiina.

Booqo www.yourmentalhealth.ie xog dheeri ah.

Who we are ...



Kuwaan nahay ...

The HSE is responsible for delivering public health care services in Ireland. HSE stands for Health Service Executive. It was set up by the Irish Government.

In the HSE, we want to give you the best possible care and treatment. There may be times, however, when you think we could do better and sometimes you may even want to tell us about something we have done well.

Whatever age you are, you have rights when it comes to your health including:

- the right to have your say and be listened to
- the right to complain if you are not happy about something we have done

We want you to tell us if you have a comment, compliment or complaint about your health care. For information on how to make a comment, compliment or complaint, please visit:

HSE waxay ka masuul tahay helida adeega taxadarka caafimaadka dadweynaha ee Ireland. HSE waxay u taagantahay Health Service Executive. Waxaa sameeyay dawlada Irish-ka.

Gudaha HSE, waxaan rabnaa inaan ku siino taxadarka ugu macquulsan uguna wanaagsan iyo daaweyn. Waxaa jiri kara xiliyo, sikastaba, markaad ku fikirto inaan si fiican samayn karno iyo marmarka qaar waxaad dooni inaad soo sheegto waxaa aan si wanaagsan u qabanay.

Da'a kasta oo aad tahay, xuquuq waxad u leedahay markay tahay caafimaadkaaga:

- xuquuqda inaad dhahdo laguna dhagaysto
- xuquuqda inaad ka cabato hadii aadan ku faraxsaneyn wax aan qabanay

Waxaan kaa doonayna inaad sheegto hadii aad faalo hayso buuxin, ama cabasho ku saabsan taxadarkeena caafimaad. Xog dheeri ah sida faalo loo sameeyo, buuxin ama cabasho, fadlan booqo:

www.hse.ie/eng/services/yourhealthservice/feedback/Complaint/

We hope you found this guide useful

The information in this book, including the resources and links, does not replace medical advice from healthcare professionals such as your nurse, public health nurse, GP or obstetrician.

Everyone is different.

Always talk with a healthcare professional to give you the medical advice and care you need.

We have made all efforts to make sure this guide is up to date in terms of medical advice. But, with so many changes happening in healthcare, this is difficult. We will update this guide again to include new information when we print it again.

We hope you found the information helpful and wish you a good experience using our health system.

Waxaan rajaynaynaa inaad hagan faa'iido kuu lahaa

Xogta buugan, marka lagu daro khyraadka iyo linkiyada, ma badalayaan waano caafimaad ooy bixiyaan shaqaalaha caafimaadka sida kalkaaliyaha caafimaad, kalkaaliyaha caafimaadka dadweynaha, GP ama umulisada.

Mid walba wuu ka duwan yahay.

Marwalba lahadal takhasusle caafimaad si uu kuu siiyo waano caafimaad uyo taxadar aad u baahan tahay.

Waxaan samaynay dadaal kastasi aan u hubino in tusahn la cusboonaysiiyomarka loo eego waano caafimaad. Laakin, isbadalo badan oo dhacaya taxadarka caafimaadka tani way adagtahay. Waan horumarin doonaa tusahan marlabaad si aan ugu darno xogta cusub markaan daabacno mar labaad.

Waxaan rajaynaynaa inaad hesho xogtan mid kugu caawinaysakhibrad wanaagsan ood u isticmaasho habkeena caafimaadka.

Get more information

You can get lots of further useful information on the following web links:

Hel macluumaad dheeri ah

Waxaad heli kartaa xoga badan oo kale oo dheeri ah lifaaqan soo socda:

www.hse.ie	
The Health Service Executive provides health services in Ireland, the websites below are all part of the HSE and will give you further information on those services and supports.	Health Service Executive wuxuu kugu siinayaa adeeg Ireland, ciwaankan hoose waa qeyb ka mida HSE wuxuuna ku siinayaa xog dheeri ah adeegyadan iyo taageerid.
www.hse.ie/eng/about/Who/primarycare/socialinclusion/about-social-inclusion/translation-hub	
Translated documents on common health concerns and other topics as well as access to online health apps	Waraqaha la turjumay eek u saabsan caafimaadka caadiga ah iyo mawduucyada kale isla markaana helitaanka barnaamijyada khadka caafimaadka
www.immunisation.ie	
Information about vaccination	Xogta ku saabsan talaalka
undertheweather.ie	
Health education and management of minor illnesses	Waxbarshada caafimaadka iyo maamulka jirooyinka yar-yar
www.yourmentalhealth.ie	
Supports and education for your mental health	Taageerada iyo aqoonta caafimaadka maskaxdaada
www.medicalcard.ie	
Medical card online service	Adeega khadka tooska ah ee kaarka caafimaadka

Muhiimada faah-faahinta xiriirka					
Doctor:		Dhakhtar:	Tel:		Tel:
Local health office:		Xafiiska caafimaadka ee maxaliga ah:	Tel:		Tel:
Public Health Nurse:		Kalkaaliyaha caafimaadka dadweynaha:	Tel:		Tel:
Accident and Emergency Department:		Laanta shilalka iyo xaaladaha degdeg ah	Tel:		Tel:
Out of hours GP Service:		Adeega saacadaha ka baxsan shaqada dhakhtarka:	Tel:		Tel:
Pharmacy:		Farmasi:	Tel:		Tel:
Maternity Services:		Adeegyada Hooyada & Dhallaanka:	Tel:		Telefoonka:

