

published September 2007
check our website for regular updates:
www.hse.ie

your HSE guide

Carlow/Kilkenny

Carlow Community Services
Athy Road, Carlow
Tel: (059) 913 6520

Kilkenny Community Services
James' Green, Kilkenny
Tel: (056) 778 4600



The Local Health Office is the central focus of all Health Service Executive primary, community and continuing care services in your local area. The Carlow/Kilkenny Local Health Office provides a range of services to everyone living in Counties Carlow and Kilkenny, either from the Community Care offices in Carlow town and at James's Green in Kilkenny City, or from wide range of Health Centres and other locations listed in this booklet.

Welcome

I am the Local Health Manager for Carlow and Kilkenny, and I am delighted to introduce the HSE Guide.

This guide has been published to provide you with a full list of the HSE Primary, Community and Continuing Care Services in our area and nearby.

Primary Community and Continuing Care (PCCC) Services include all the health services that you and your family require outside of the hospital setting, in your community – from Public Health Nurses visiting new parents and babies, to Dental checks in primary school, to the provision of long term residential care for our older people.

This booklet also provides useful information on how to access services and guides you to entitlements; Medical Cards, GP Visit Cards, Nursing Home Care and more.

My job as the manager of the Local Health Office is to make sure that the health services in this area work for you, and also to work closely with other HSE services in nearby areas and across the country, so that the people living in this area can access the services they need when they need them.

Our services work hand in hand with the acute hospitals in the area and nationally, so that people can move easily between the community and hospital system.

We also work in partnership with a large number of voluntary organisations, and provide financial aid to many voluntary service providers and groups, also listed here.

I hope that you find the HSE Guide of use, and that you keep it somewhere safely in your home so, that if an occasion arises, it will be at hand with the information you need.

Anna Marie Lanigan
Local Health Manager, Carlow/Kilkenny

HSE infoline: Callsave 1850 24 1850

The Health Service Executive provides a national information service, the HSE infoline, which offers everyone in Ireland easy access to information on over 110 health and social service topics, all for less than the cost of a local call.

The service can provide confidential information on a wide range of queries, such as:

- Medical Cards
- GP Visit Cards
- European Health Insurance Card
- Drugs Payment Scheme
- Long-Term Illness Scheme
- Back to School Clothing and Footwear Scheme
- Home Help Services
- Nursing Home Subvention
- Health Promotion literature.

The HSE infoline can also advise on health services, entitlements, eligibility, application forms and contact details for services across the country.

Information is also made available via email or fax, and the infoline offers a sigma text-pad facility for people with a hearing impairment.

The HSE Infoline operates from 8.00am to 8.00pm Monday to Saturday.

YOU CAN CONTACT THE HSE INFOLINE ON:

Callsave: 1850 24 1850

Fax: (041) 685 0330

Email: info@hse.ie

Contents

YOUR GUIDE TO HEALTH ENTITLEMENTS

This section of the HSE Guide gives you information on a range of useful health schemes and entitlements and tells you how you can apply.

Health Services – What am I entitled to?	4
Medical Cards and GP Visit Cards	5
Drugs Payment Scheme	6
European Health Insurance Card	7
Immunisation	8
Nursing Home Services and Subvention	10
Long-Term Illness Scheme	11
Dental Services	12
Back to School Clothing and Footwear Allowance	13
Supplementary Welfare	14

YOUR GUIDE TO HEALTH SERVICES

This section of the HSE Guide gives you contact details for all of the Community and Regional Health and Personal Social Services in this area.

Community Services

Introduction to our Community Services	15
Local Health Office	16
Health Centres	20

Health Services

Registration Services - Births,		Asylum Seekers Services	28
Deaths & Marriages	21	Disability Services	28
Ambulance	21	Environmental Health	29
Hospitals	21	Appeals	30
Hospice Care	22	Freedom of Information	30
Counselling	22	Health Promotion -	
Services for Older People	23	Forbairt Sláinte	30
Mental Health	25	Regional Services	31
Children and Families' Service	25	Appendix 1:	
Addiction Services	26	List of General Practitioners	32
Homeless Services	27		

Health Services – What am I entitled to?

We all need to use the health service at some point in our lives. The Health Service Executive (HSE) runs all of Ireland's public health and personal social services, including hospitals, health centres, community services for older people and much much more.

Who is eligible for Health Services in Ireland?

Everyone who is ordinarily resident in Ireland is eligible for public health services. This means people who have been living here for a minimum of one year or intend to live here for a minimum of one year.

Do I have to pay for Health Services?

Ireland has a government funded public health service, where all people living here are entitled to certain services either free of charge or at a reduced cost. These services include:

- Visits to a Public Hospital Consultant, when referred by your GP.
- Stays in a Public Hospital, where the only charge to you will be a nominal in-patient charge, for up to the first 10 nights. Medical card holders are exempt from these charges.
- Accident and Emergency Departments do charge a fee for walk in visits but, if you are referred by your GP or you hold a current medical card, your visit is free.
- All school children may receive free dental checks and care up to the age of 14 years, and all children can avail of their required childhood immunisations free of charge from a GP.
- All expectant mothers are entitled to free Maternity Care and Post Natal visits up to six weeks after a baby is born, including Public Health Nursing following the birth of a child. Developmental checks are also provided for all infants and young children.
- GP services are free in Ireland for those who hold either a Medical Card or a GP Visit Card. Other patients must pay a consultation fee.

Many other health and personal social services are provided by the HSE to you and your family. The following pages outline the main schemes and benefits available, and the second part of this booklet gives you contact details for all the essential HSE services in your area.

Medical Cards and GP Visit Cards

Medical Card holders are entitled to GP services, community services, dental services, prescription medicine costs, hospital care and a range of other benefits free of charge. People may qualify for a medical card either on the basis of their income or, in some cases, if a particular medical condition means their basic medical costs are very high. All people aged over 70 are entitled to a full medical card regardless of means.

GP Visit Card holders are entitled to the services of a GP free of charge. The income guidelines are 50% higher than the Medical Card.

Who can apply?

Anyone can apply for a GP Visit Card or a Medical Card – families, single people, even those working full time.

Is it means tested?

Yes, but for GP Visit Card and Medical Card applications, the HSE now considers your income *after* tax and PRSI is deducted, rather than total income. We also make generous allowances for your expenses on childcare, on rent and mortgage costs and on travel to work.

The HSE may also grant Medical or GP Visit Cards to individuals or families who exceed the income guidelines, but who have particular circumstances, e.g. chronic illness, which mean medical costs would result in undue hardship.

How do I apply?

It is easy and very simple to apply. One application form is now used for both Medical Cards and GP Visit Cards, and the HSE will assess each application for a full Medical Card in the first instance and then for a GP Visit Card.

The HSE has set up a useful calculator on our website – www.hse.ie. It allows you to enter your details and will give you a guide to your eligibility for a GP Visit Card or a Medical Card. You can confirm this by then making a full application at any Health Centre or Local Health Office.

Contact the HSE today to see if you are eligible for a GP Visit Card or a Medical Card. You can pick up an application form from your local Health Office, from our website, www.hse.ie, or call the HSE infoline on callsave: 1850 24 1850.

Drugs Payment Scheme

What is the Drugs Payment Scheme?

With a Drugs Payment Scheme (DPS) card, an individual or family in Ireland only has to pay a maximum amount monthly for approved prescribed drugs, medicines and certain appliances. As of September 2006, the maximum amount a family must pay is €85. Please check our website, www.hse.ie or your Local Health Office for any changes to this amount.

Anyone ordinarily resident in Ireland who does not have a Medical Card should apply for a DPS card.

This scheme is aimed at those who normally have to pay the full cost of their medication. It also applies to those who have a GP Visit Card. Anyone ordinarily resident in Ireland can apply to join the scheme, regardless of family, financial circumstances or nationality. Being ordinarily resident in Ireland means that you have been living here for a minimum of one year or that you intend to live here for a minimum of one year.

If a family combines a Drugs Payment Scheme card with a GP Visit Card, it could mean they would pay no more than €20 per week for GP Visits or prescriptions. See the previous pages for information on GP Visit Cards.

How do I apply?

You can get a registration form from your pharmacy or Local Health Office. Fill in the details of all your family members. Send it to your Local Health Office and you will be sent a card for each member of your family. You do not have to register with a particular Pharmacy for the DPS but for convenience it is advisable to use the same pharmacy in a particular month if you wish to avoid paying more than the maximum amount per month. You must present your card each time you attend before a prescription can be dispensed.

If you lose or misplace your Drugs Payment Scheme card, contact your Local Health Office. You can also call the HSE infoline: 1850 24 1850, for more information.

European Health Insurance Card

What is the EHIC?

The European Health Insurance Card or EHIC was introduced in 2004 across the European Union. It allows Irish Residents to access health services in any EU country and in Switzerland, Iceland, Liechtenstein and Norway, if they become ill or injured while on a temporary stay in that country.

Is the EHIC free of charge?

There is no charge to apply for or renew an EHIC. The HSE accepts renewals and applications for EHIC cards at all HSE Local Health Offices, and on the HSE managed site – www.ehic.ie.

What do I do if I become ill or injured in another member state?

To obtain healthcare with the Card, go to the nearest public system doctor, public hospital, or other public treatment centre and present your Card. Treatment in a private setting is not covered by the Card.

Do I need private insurance in addition to the Card?

Public healthcare systems vary from country to country. The Card does not cover the cost of repatriation and, in addition, illness or an accident abroad may mean extra travel and accommodation costs. You may therefore wish to take out private insurance for your trip. You will find more about your entitlements in particular countries at your Local Health Office or on www.ehic.ie.

How long will it take to get a Card?

You will receive your Card within approximately 10 working days of receipt of your application.

What if I don't have time to get a Card before I travel?

You can get a Temporary Replacement Certificate, which gives you the same entitlement as the Card, but for a shorter period, and can be issued by your local Health Office. One Temporary Replacement Certificate is issued per person.

How do I apply?

Applying for the card is very easy. Application forms are available from local HSE Health Centres, from your Local Health Office or from our website, www.ehic.ie. You can also call the HSE infoline: 1850 24 1850, for more information.

Immunisation

What is immunisation?

Immunisation is a simple, safe and effective way of protecting your child against certain diseases. Children and young people in Ireland are entitled to certain vaccinations and immunisation services free of charge. These vaccines are provided in a range of settings: by your GP, in hospitals, at Health Centres, at home or at school.

Is immunisation free?

Vaccinations under the Childhood Immunisation Programme in Ireland are provided free of charge to all children. The childhood immunisation programme (outlined opposite) protects children from the following: Tuberculosis, Diphtheria, Tetanus, Whooping cough (Pertussis), HiB (Haemophilus influenzae B), Polio, Meningitis C, Measles, Mumps and Rubella.

Are vaccines safe?

The vaccines used in Ireland are safe. All medicines can cause side effects, but with vaccines these are usually mild, like a sore arm or leg or a slight fever. Serious side effects to vaccines are extremely rare.

Research from around the world shows that immunisation is the safest way to protect your child's health. Your doctor or nurse can discuss the risks with you before giving your child the vaccines.

All the recommended vaccines used to protect children in Ireland are licensed by the Irish Medicines Board or the European Medicines Evaluation Agency. They are allowed to be used only after they have been shown to be both effective and safe.

Where can I get my child immunised?

The HSE recommends that all parents bring their children for immunisation, which is free from your GP. If you have any more questions or need more information, you can visit the HSE website – www.immunisation.ie, or speak to your GP or your Public Health Nurse in your Local Health Centre.

You can also call the HSE infoline: 1850 24 1850, for more information.

Childhood Immunisations

AGE TO IMMUNISE	TYPE OF VACCINE
BIRTH	BCG tuberculosis vaccine (usually given in maternity hospitals)
2 MONTHS <i>Free from your GP</i>	5 in 1: Diphtheria, Tetanus, Whooping Cough (Pertussis), HiB (Haemophilus influenzae B), Polio (Inactivated poliomyelitis) Men C (Meningococcal C)
4 MONTHS <i>Free from your GP</i>	5 in 1: Diphtheria, Tetanus, Whooping Cough (Pertussis), HiB (Haemophilus influenzae B), Polio (Inactivated poliomyelitis) Men C (Meningococcal C), Diphtheria
6 MONTHS <i>Free from your GP</i>	5 in 1: Diphtheria, Tetanus, Whooping Cough (Pertussis), HiB (Haemophilus influenzae B), Polio (Inactivated poliomyelitis) Men C (Meningococcal C)
12 TO 15 MONTHS <i>Free from your GP</i>	MMR: Measles, Mumps, Rubella HiB Booster (Haemophilus influenzae B)
4 TO 5 YEARS <i>Free in School</i>	4 in 1: Diphtheria, Whooping Cough, Tetanus, Polio MMR: Measles, Mumps, Rubella
11 TO 12 YEARS <i>Free in School</i>	MMR: Measles, Mumps, Rubella (not necessary if two doses have already been given)
10 TO 14 YEARS <i>Free in School</i>	BCG (if not already protected)
11 TO 14 YEARS <i>Free in School</i>	Td: Tetanus, Diphtheria

Nursing Home Services and Subvention

The HSE pays a subvention, or a subsidy, toward the cost of private nursing home beds. The subvention is designed to help with nursing home costs and is subject to a means test, and a dependency test – meaning how much care the person needs.

You can apply for Nursing Home Subvention from your Local Health Office. The HSE will then carry out a means test and an assessment of dependency. The dependency assessment is carried out on behalf of the HSE by a doctor, nurse, occupational therapist or physiotherapist. The applicant's medical condition is taken into account and the assessment also includes an evaluation of their ability to carry out the tasks of daily living and of the level of social support available to the person. The kind of factors assessed might include: mobility, ability to care for oneself, communications, quality of memory, etc.

The nursing home regulations also permit the HSE to take account of a person's assets and income in determining entitlement to nursing home subvention. Where a person has assets they may have to use these to fund nursing home care.

A Fair Deal – The Nursing Home Care Support Scheme

The Minister for Health and Children has announced plans for a significant change in how nursing home care is provided and paid for.

From January 1, 2008, the current subvention and public nursing home schemes will be replaced by a new Nursing Home Care Support Scheme, which is designed to ensure that everyone who enters a nursing home, public or private, pays a fair portion of their income as a contribution towards the cost of their care. The HSE will pay the balance of the cost of their care.

For more information on this scheme, contact your Local Health Office, or the HSE Infoline on 1850 24 1850.

Long-Term Illness Scheme

What is the Long-Term Illness Scheme?

If you have certain long-term illnesses or disabilities, you can apply to join the Long-Term Illness Scheme.

How do I qualify?

You must be ordinarily resident in Ireland and hold a PPSN. You qualify if you have one of the illnesses or disabilities listed below:

- Acute Leukaemia
- Cerebral Palsy
- Cystic Fibrosis
- Diabetes Insipidus
- Diabetes Mellitus
- Epilepsy
- Haemophilia
- Hydrocephalus
- Mental handicap
- Mental Illness (in a person under 16 years of age)
- Multiple Sclerosis
- Muscular Dystrophies
- Parkinsonism
- Phenylketonuria
- Spina Bifida
- Conditions arising from the use of Thalidomide.

There is no income requirement or means test. If you have a medical condition that is not listed above, you should consider applying for a Medical Card or a GP Visit Card.

If you have one of these conditions, you will be supplied with a Long-Term Illness book. This booklet allows you to get drugs, medicines, and medical and surgical appliances directly related to your illness, free of charge. It does not depend on your income or other circumstances and is separate from the Medical Card Scheme and the GP Visit Card Scheme.

How do I apply?

The Long-Term Illness Scheme application form is available from your Local Health Office. Your doctor or consultant will sign the form to confirm your condition and list your medication.

You can also call the HSE infoline: 1850 24 1850, for more information.

Dental Services

The HSE provides Dental Services to children under 6 and children attending Primary School, to Medical Card holders and to EU residents for emergency treatment. Some services are provided by dentists employed by the HSE, and some by private dentists.

What Dental Services are available for children?

Pre-school children and those attending primary schools can be referred for Dental Treatment from a child health service or following a routine school visit. Children attending primary school are screened in 2nd, 4th and 6th class and are referred for treatment if necessary to the local dental clinic. Emergency services are also available to all school going children.

What Dental Services are provided for Medical Card holders?

Medical Card holders can get a list of participating Private Dental Practitioners from their Local Health Office or HSE Dental Clinic. Once the dentist has accepted you as a patient you must bring your medical card with you when attending on your first visit. The following treatments are available with a Medical Card: Fillings, Cleaning/polishing, Extractions, Dentures and Root Canal Treatment.

What if my child needs braces?

Some children, where necessary, are referred onto the Orthodontic Clinic for further treatment. This referral is from the Principal Dental Surgeon in the health centre and Orthodontic Treatment is free.

Can I get tax relief on dental expenses?

If you do not have a medical card and have to pay for dental services from a private practitioner, you may claim tax relief for certain specialised dental treatments. The form is called Med 2 and can be obtained from the Tax Office.

Can my PRSI help pay for dental treatment?

Treatment Benefit is a scheme in Ireland operated by the Department of Social and Family Affairs. Under this scheme, contributions made by people through PRSI can be accessed to repay some of the cost of dental treatment. Ask your Dentist for more information.

To learn more about Dental Services in your area, contact your Local Health Office. You can also call the HSE infoline: 1850 24 1850, for more information.

Back to School Clothing and Footwear Allowance

What is the Back to School and Footwear Allowance?

The Back to School Clothing and Footwear Allowance is in place to help families meet the cost of uniforms and footwear for students in Ireland attending school. The scheme operates from June 1st to September 30th each year.

How do I qualify?

To be eligible for the Back to School Clothing and Footwear Allowance, the parent or guardian must meet one of the following conditions:

- In receipt of a social welfare payment (including Family Income Supplement) or a HSE payment
- Taking part in an approved employment scheme
- Taking part in a recognised education or training course
- Involved in an Area Partnership Scheme
- Attending a FÁS, Fáilte Ireland or LES training scheme.

The child/student must also be aged between 2 and 22 years before 1st October of the year you apply and must be in full-time education at a recognised school or college.

Where a person is on short term social welfare payment, qualifying children must be aged 2-17 years.

Is the allowance means tested?

Yes, the HSE Community Welfare Office in your Local Health Centre will assess your income and decide if you are eligible. Your total household income means your main social welfare or HSE payment and any other income you may have including wages, before tax but excluding PRSI and reasonable travel expenses.

Any income you get by way of rent or mortgage interest supplement, Family Income Supplement, Blind Welfare Allowance, Rehabilitative Training Allowance, rehabilitative employment (up to €120 per week), Home Help, Domiciliary Care Allowance and Mobility Allowance is not counted.

How do I apply?

You should apply to the Community Welfare Officer (CWO) at your Local Health Centre. You can also call the HSE infoline: 1850 24 1850, for more information.

Supplementary Welfare

What is Supplementary Welfare Allowance?

Supplementary Welfare Allowance provides a basic weekly allowance to eligible people who have little or no income. In addition, payments can also be made in respect of urgent or exceptional needs.

What types of payments are made under the scheme?

Basic Payments

If you have no income you may be entitled to basic Supplementary Welfare Allowance. If you have claimed a social welfare payment but it has not yet been paid, and you have no other income, you may qualify for Supplementary Welfare Allowance while you are awaiting payment.

Supplements

If your income, whether from basic Supplementary Welfare Allowance or otherwise, is too low to meet certain special needs, you may be granted a weekly supplement. Special needs may include rent, mortgage interest payments or exceptional expenses due to ill-health. The amount of any supplement will be decided by the Health Service Executive based on your circumstances.

Exceptional Needs Payments

These are paid to assist with essential, once-off expenses in exceptional circumstances. This is at the discretion of the HSE and, depending on your circumstances, may be paid to assist with the cost of essential household equipment, funeral expenses or any other unforeseen large expenses.

Rent and Mortgage Interest Supplements

The HSE can also assist with rent or mortgage interest payments for people on very low incomes. This may depend on:

- the size of your accommodation and your family size
- if you have applied for or have been refused Local Authority housing
- the cost of your accommodation
- whether you are sharing your accommodation

When and how do I apply?

You can apply to the Community Welfare Officer at your local Health Centre. You can also call the HSE infoline: 1850 24 1850 for more information.

An Introduction to our Community Services

Home Care

Your Local Health Office is the focus of all health and personal social services provided outside of the hospital, in your community. Services available from your Local Health Office and Health Centres include GP services, Public Health Nurses, Social Work and Child Protection Services, Medical Cards, GP Visit Cards, Child Health Services, Community Welfare, Disability Services, Older People Services, Chiropody, Ophthalmic, Speech Therapy, Addiction Counselling And Treatment, Physiotherapy, Occupational Therapy, Psychiatric Services, Home Help and more.

A Primary Care Team is a team of health professionals who work closely together to meet the needs of people living in a community. These professionals include GPs and practice nurses, Public Health Nurses, Physiotherapists, Occupational Therapists, Social Workers, Home Care staff and other healthcare providers. They provide the first point of contact for you when you need to access the health system.

The HSE is currently undergoing a process of transforming all of Primary and Community Care into Primary Care Teams. This work marks the biggest revamp of healthcare provision in Ireland for many decades. In the end, you will have the benefit of:

- more healthcare professionals working in your community;
- extended working hours;
- increased emphasis on prevention and rehabilitation as well as the traditional focus on diagnosis and treatment;
- additional services, currently restricted to the hospitals, within your community.

Primary Care Teams are currently being rolled out throughout the country. Please contact the Primary Care Unit at (056) 778 4113 to find out if there is a Primary Care Team operating in your community.

Carlow/Kilkenny Local Health Office

Community Services, Athy Road, Carlow
Tel: (059) 913 6520

Community Services, James' Green, Kilkenny
Tel: (056) 778 4600

The Local Health Office is the central focus of all community health and personal social services in your local area. Carlow/Kilkenny Local Health Office looks after your community and provides a wide range of services either from the Community Services offices in Carlow town and at James' Green in Kilkenny City, or from wide range of Health Centres and other locations listed in this booklet.

GP Out-of-Hours Service, Caredoc: 1800 334 999

This is a service to provide you and your family with access to family doctor services outside of normal hours. This service operates from 6pm to 8am, week days and covers the period from 6pm on Friday to 8am, on Monday morning, and Bank Holidays.

GP services during normal working hours

General Practitioner services are provided by doctors from their own surgeries or from HSE premises throughout Carlow/Kilkenny. A full list of GPs currently providing care to Medical Card holders is available from Community Services at: (059) 913 6520 or (056) 778 4600 or Primary Care Unit at: (056) 778 4113.

Public Health Nursing

Public Health Nurses work from every Health Centre in our area, providing a range of services to people in their homes. They are often your first contact with the HSE, as they visit new mothers to check on them and their babies, and provide advice on care, feeding and development. They also provide aftercare to people who have been discharged from hospital and a range of other services. Contact your Public Health Nurse at your Health Centre, or call:

Community Services, Kilkenny	(056) 778 4600
Community Services, Carlow	(059) 913 6520

Social Work

The Social Work team in the Local Health Office is responsible for providing support to children and families in this community. This involves Family Support Services, and care for older people. In cases where children are at risk of harm through abuse, Child Protection Social Workers have an important role in providing care, assessment and follow up to those children and their families through the Fostering and Child Protection Teams.

Community Services, Kilkenny	(056) 778 4600
Community Services, Carlow	(059) 913 6520

Child Health

Area Medical Teams visit schools in the area to give vaccinations such as the MMR, Meningitis C, Rubella etc. They also work with Public Health Nurses to check on child development from birth onwards, through a series of standard regular checks. Area Medical Officers also play an important role in managing outbreaks of illness like measles or mumps in the area. You can contact the Area Medical Officers at:

Community Services, Kilkenny	(056) 778 4600
Community Services, Carlow	(059) 913 6520

Chiropody Services

Chiropody Services are available for medical card holders. Appointments can be arranged through your Public Health Nurse at:

Community Services, Kilkenny	(056) 778 4600
Community Services, Carlow	(059) 913 6520

Community Welfare

Community Welfare Officers work from Health Centres in the area, and can give financial support to those in need in the form of rent supplement or supplementary welfare allowance. They also advise on entitlement and can help with filling in forms like the Medical Card, GP Visit Card, etc. Contact your Health Centres on page 20.

Disability Services

The Local Health Office works with a range of voluntary services in the area to provide care, training and development for children and adults with learning or physical disability.

Home Help

Home Helps work with vulnerable people in the community who, through illness or disability, are in need of help with day to day tasks. A home help might visit for a couple of hours per day, to help with housework, shopping, or may provide more personal care such as help with dressing, bathing, etc. You can access this service through your Public Health Nurse or by contacting the Home Help Organiser at:

Community Services, Kilkenny	(056) 778 4600
Community Services, Carlow	(059) 913 6520

GP Visit Cards and Medical Cards

Your Local Health Office looks after applications for Medical Cards, GP Visit Cards and a range of other schemes. If you would like to apply or need help in making an application, or if you just want to know what is available to you, call the Medical Card Section on:

Community Services, Kilkenny	(056) 778 4600
Community Services, Carlow	(059) 913 6520

Occupational Therapy

These services are provided to people who through illness or disability are in need of support or changes to their lifestyle. Occupational Therapists can advise on any changes that may be needed in the home to support a person with special needs and on activities that will help a person to regain their independence. Call the OT Department on:

Community Services, Kilkenny	(056) 778 4600
Community Services, Carlow	(059) 913 6520

Ophthalmic

Medical Card holders are entitled to Ophthalmic or Eye Testing Services which you can access by calling:

Community Services, Kilkenny	(056) 778 4600
Community Services, Carlow	(059) 913 6520

Physiotherapy

Community Physiotherapy services are provided from the Local Health Office, helping people who have suffered an injury or illness to regain their health or mobility through exercise and movement. To contact the Physiotherapy Service call:

Community Services, Kilkenny	(056) 778 4600
Community Services, Carlow	(059) 913 6520

Speech and Language Therapy Services

Speech and Language Therapy Services are provided for children and adults who need help developing their speech or who have had difficulty in this area:

Community Services, Kilkenny	(056) 778 4600
Community Services, Carlow	(059) 913 6520

Dental Services

All Children under 12 are given dental checks and follow up treatment, if required, from the local Dental Clinic. This service is usually accessed in the first place through a routine school visit.

Community Services, Kilkenny	(056) 778 4600
Community Services, Carlow	(056) 913 6520

Orthodontic Services

Regional Orthodontic Service, Waterford Regional Hospital, Waterford
Tel: (051) 848 000

Health Centres

Bagenalstown	(059) 972 1721
Ballyhale	(056) 776 8606
Ballyragget	(056) 883 3105
Bennetsbridge	(056) 772 7256
Borris - Dr's Surgery	(059) 977 1014
Borris - Nurse	(059) 977 3187
Callan	(056) 772 5237
Castlecomer	(056) 444 1300
Clogh, Castlecomer	(056) 444 2189
Coolbawn, Castlecomer	(056) 444 1542
Freshford	(056) 883 2261
Goresbridge	(059) 977 5268
Gowran	(056) 772 6265
Graiguecullen	(059) 914 3651
Graigenamanagh	(059) 972 4495
Hacketstown	(059) 647 1319
Inistioge	(056) 775 8465
Johnstown, Kilkenny	(056) 883 1618
Kells, Kilkenny	(056) 772 8387
Kilmanagh	(056) 772 5237
Kilmoganny	(051) 648 007
Leighlinbridge	(059) 972 1452
Loughboy	(056) 776 1321
Marley, Graigenamanagh	(059) 972 4245
Myshall	(059) 915 7633
Myshall - PHN	(059) 915 7689
Paulstown	(059) 972 6314
Rathvilly	(059) 916 1299
Stoneyford	(056) 772 8377
Thomastown	(056) 772 4302
Thomastown - Dental Clinic	(056) 772 4509
Tinnahinch	(059) 972 4267
Tullow	(059) 915 1426

Registration Services – Births, Deaths & Marriages

Civil registrations records are computerised and certificates are available from any office nationwide.

Lo-call Information Line: 1890 247 847

Registry Office, Civil Marriages, HSE, Lacken, Dublin Road, Kilkenny
Tel: (056) 778 4114

Community Services, James' Green, Kilkenny
Tel: (056) 778 4711

Community Services, Athy Road, Carlow
Tel: (059) 913 6542

Ambulance

Emergency Services 999 or 112

Patient Transport (South East area) 1890 499 299

Ambulance Officer, Carlow/Kilkenny

Tel: (056) 776 5010

Hospitals

Local, Regional and National Hospitals are listed here. Unless you are attending A+E in an emergency, most people visit their GP for advice and referral, before attending hospital. Outside of office hours, you can access GP services through the Caredoc GP Out-of-Hours Service on 1800 334 999

Waterford Regional Hospital, Waterford	(051) 848 000
St. Luke's Hospital, Kilkenny	(056) 778 5000
Wexford General Hospital, Wexford	(053) 915 3000
South Tipperary General Hospital, Clonmel	(052) 770 00
Our Lady's Hospital, Cashel	(062) 704 00.
Kilcreene Hospital, Kilkenny	(056) 778 5000
St. James's Hospital, St. James's Street, Dublin 8	(01) 410 3000
Tallaght Hospital, Dublin 24	(01) 414 2000
Mater Misericordiae University Hospital, Eccles Street, Dublin 7	(01) 803 2000
Beaumont Hospital, PO Box 1297, Beaumont Road, Dublin 9	(01) 809 3000
	(01) 837 7755

Connolly Hospital, Blanchardstown, Dublin 15	(01) 646 5000
St. Columcille's Hospital, Loughlinstown, Co. Dublin	(01) 282 5800
Naas General Hospital, Naas, Co. Kildare	(045) 897 221
Hume Street Hospital, Hume Street, Dublin 2	(01) 676 6935/6936/6937
Royal Victoria Eye and Ear Hospital, Adelaide Road, Dublin 2	(01) 664 4600
Our Lady's Hospital for Sick Children, Crumlin, Dublin 12	(01) 409 6100
National Children's Hospital, Tallaght, Dublin 24	(01) 414 2000
Children's University Hospital, Temple Street, Dublin 1	(01) 878 4200
Coombe Women's Hospital, Dolphin's Barn, Dublin 8	(01) 408 5200
National Maternity Hospital, Holles Street, Dublin 2	(01) 637 3100
The Rotunda Hospital, Parnell Street, Dublin 1	(01) 873 0700

Hospice Care

Hospice Care is provided to people and their families in the last days of their lives. It is a sensitive and holistic service, delivered either in a hospice or at home and designed to give comfort and dignity. There are three designated Palliative Care beds for Carlow/Kilkenny at the District Hospital Castlecomer and Carlow District Hospital.

Palliative Medicine, St. Luke's Hospital, Kilkenny
Tel: (056) 778 5000

Carlow/Kilkenny Home Care Team:
St. Luke's Hospital, Kilkenny
Tel: (056) 778 5000

Counselling

Comhar is an Adult Counselling Service for those who have experienced childhood abuse.

Comhar Counselling Service
49-50 O'Connell Street, Waterford
Freephone: 1800 234 118
Tel: (051) 852 122

Services for Older People

The HSE provides a broad range of services for older people in our community, including in-patient acute services, step down and convalescent care, day services, rehabilitation, community services, home care and home helps. The best way to access these services is through the Public Health Nurse at your local health centre.

This is a list of the public nursing homes and long stay facilities in the area. There are also a large number of private nursing homes registered with the HSE. For a list of the registered private nursing homes in the area call the nursing home subvention section at (056) 778 4633. You can also register any comments or complaints about a nursing home at this number.

District Hospitals

Carlow District Hospital	(059) 913 6300
Castlecomer District Hospital	(056) 444 1246

Hospitals and Homes for Older Persons

Sacred Heart Hospital, Carlow	(059) 913 6300
St. Columba's Hospital, Thomastown	(056) 772 4178
Bethany House, Carlow	(059) 913 0070

Private Nursing Homes registered with the HSE South, Carlow/Kilkenny

Archersrath Nursing Home, Archersrath, Kilkenny	(056) 779 0137
Avondale Nursing Home, Callan, Co. Kilkenny	(056) 772 5213
Borris Lodge Nursing Home, Borris, Co. Carlow	(059) 977 3112
Beechwood Nursing Home, Leighlinbridge, Co. Carlow	(059) 972 2366
Drakeslands Nursing Home, Kilkenny	(056) 777 0925
Hillview Nursing Home, Tullow Road, Carlow	(059) 913 9407
Riverdale Nursing Home, Ballon, Co. Carlow	(059) 915 9299
Sacred Heart Nursing Home, Crosspatrick, Co. Kilkenny	(056) 883 1318
St. Catherine's Nursing Home, Freshford, Co. Kilkenny	(056) 883 2432
Strathmore Lodge Nursing Home, Callan, Co. Kilkenny	(056) 775 5515
Brookhaven Nursing Home, Donoughmore, Ballyragget, Co. Kilkenny	(056) 883 0777
Gowran Abbey Nursing Home, Gowran, Co. Kilkenny	(056) 772 6502
Glendale Nursing Home, Tullow, Co. Carlow	(059) 918 1833

Psychiatry of Old Age Services

Department of Psychiatry
St. Luke's Hospital, Kilkenny
Tel: (056) 778 5000

St. Otteran's Hospital, Waterford
Tel: (051) 848 000

Regional Suicide Resource Officer

Front Block, St. Patrick's Hospital, John's Hill, Waterford
Tel: (051) 848 000

Mental Health

It is estimated that one in four of us will experience some mental health problems in our lifetime, from a low period, to more serious depression, to a small number who will experience severe mental health problems. If you feel persistently sad, have trouble sleeping or experience unexplained aches and pains, you should visit your GP for some advice. Most people are treated by the GP alone, unless more support, for example, therapy services, is required, in which case you may be referred to some of the following day and hospital services.

Department of Psychiatry, St. Luke's, Hospital, Kilkenny	(056) 778 5000
St. Canice's Hospital, Kilkenny	(056) 778 4400
St. Dymphna's Hospital, Carlow	(059) 913 6300

Mental Health Day Services

St. Canice's Hospital, Kilkenny	(056) 778 4400
St. Dymphna's Hospital, Carlow	(059) 913 6300

Children and Families' Services

Social Work and Child Protection Services are available from your local Community Services.

Community Services, James' Green, Kilkenny
Tel: (056) 778 4600

Community Services, Athy Road, Carlow
Tel: (059) 913 6520

Community Child and Adolescent Psychiatry Services

Child and Family Consultation Services
Community Services, James' Green, Kilkenny
Tel: (056) 778 4600

Addiction Services

Carlow/Kilkenny Substance Misuse Team
Community Services, James' Green, Kilkenny
Tel: (056) 778 4600

Community Services, Athy Road, Carlow
Tel: (059) 913 6520

Addiction Counselling Services

Carlow Community Alcohol Service
St. Dympna's Hospital, Carlow
Tel: (059) 913 6300

Kilkenny Community Addiction Treatment Service (C.A.T.S.)
St. Luke's Hospital, Kilkenny
Tel: (056) 776 367

Aislín Adolescent Addiction Treatment Centre
Ballyragget, Co. Kilkenny
Tel: (056) 883 377

Aiséirí Treatment Centre
Townspark, Cahir, Co. Tipperary
Tel: (052) 41166

South East Regional Drug Helpline
52 Upper Yellow Road, Waterford
Opening hours: Monday to Friday 9.30am to 1pm
Tel: (051) 373 333

Drug/HIV Helpline
c/o Cuan Dara, Cherry Orchard Hospital, Ballyfermot, Dublin 10
Opening hours: Monday to Sunday from 10am to 5pm
Freephone: 1800 459 459

Homeless Services

HSE services for the homeless are based at:
Wolfe Tone House, Wolfe Tone Street, Kilkenny
Tel: (056) 770 3401

The following voluntary organisations receive funding in respect of services to homeless people:

CARLOW:
Monastery Hostel, Dublin Road, Carlow
Tel: (059) 9140322

Carlow Women's Aid, Irishman's Centre, College Street, Carlow
Tel: (059) 917 3552
Freephone: 1800 444 944

KILKENNY:
Good Shepherd Centre, Church Lane, Kilkenny
Tel: (056) 772 2566

Kilkenny Amber Women's Refuge
Lacken, Dublin Road, Kilkenny
Tel: (056) 777 1404

Asylum Seekers Services

Health services for asylum seekers and refugees are co-ordinated at Wolfe Tone House, Wolfe Tone Street, Kilkenny. Tel: (056) 770 3401.

General medical and surgical services are provided in accordance with provisions of the Health Acts, along with Health screening, Administering payments under the Supplementary Welfare Allowance Scheme, Social Work services for unaccompanied minors, personal, social, and psychological services.

Disability Services

Disability Services Carlow/Kilkenny

Disability Services are provided to persons with intellectual, autism, physical and sensory disability within the 0-65 age range. The disability team delivers services based on needs assessment.

The team is co-ordinated by the Area Co-ordinator for Disability Services Carlow/Kilkenny. (This role does not have direct involvement in service delivery and referrals should be made to the individual service departments.)

Services include:

- Assessment Officer;
- Residential Services;
- Day Services;
- Respite Services;
- Home Support Services;
- Personal Assistant Services;
- Guidance and Rehabilitative Services;
- Liaison Public Health Nurse Services (Specialist Nurse);
- Social Work Services;
- Medical Services (Area Medical Officer);
- Occupational Therapy Services;
- Speech & Language Therapy Services;
- Physiotherapy Services;
- Psychology Services;
- Child Care Services (Child Care Worker);
- Autism Team Services.

The Carlow/Kilkenny HSE Disability Services work together with the Disability Voluntary Section to deliver the above services. Such agencies are funded by HSE Disability Services.

Access to services is by referral ie. by a General Practitioner or by the Liaison Public Health Nurse.

The following Liaison Nurse Services are in place:

The Liaison Nurse will assess an individual in relation to their disability needs and make the necessary referrals to services.

- The Liaison Public Health Nurse for Children & Adult with Physical & Sensory Disabilities, Kilkenny.
Tel: (056) 772 2168
- The Liaison Public Health Nurse for Children & Adult with Physical & Sensory Disabilities, Carlow.
Tel: (059) 913 6520
- The Liaison Public Health Nurse for Children with Learning Disabilities, Carlow/Kilkenny.
Tel: (056) 778 4600
- The Liaison Public Health Nurse for adults with Learning Disabilities, Carlow/Kilkenny.
Tel: (056) 778 4600
- The Liaison Autism Team Services can be contacted at:
Tel: (056) 778 5900

Specific Disability Entitlements include:

- Domiciliary Care Allowance & Respite Grant;
- Motorised Transport Grant.

Environmental Health

Carlow/Kilkenny Community Services
Tel: (056) 778 4600

Appeals

The Appeals Office is your assurance that decisions made by the HSE are correct and fair. If you apply for a service and are unsuccessful, you have the right to appeal the decision and to have it reviewed.

Consumer Affairs Office, Appeals Section
8 O'Connell Street, Clonmel, Co. Tipperary.
Tel: (052) 25758 and 1890 700 150
Email: appeals.a@maila.hse.ie

Freedom of Information

Freedom of Information Acts 1997 & 2003 establish three statutory rights;

- A right to access records held by Public Bodies;
- A right to have personal information in a record amended where it is incomplete, incorrect or misleading;
- A right to obtain reasons for decisions affecting the person.

These rights are subject to certain exemptions which are set out in the Acts. If you require further information please contact The Freedom Of Information Unit, Office Complex, Kilcreene Hospital, Kilkenny. Tel: (056) 778 5598
Fax: (056) 778 5549. Email: foi_sea@maila.hse.ie

Health Promotion - Forbairt Sláinte

Dean Street, Kilkenny
Tel: (056) 776 1400

Top Floor, St. Dymphna's Hospital, Carlow
Tel: (059) 914 3630

Regional Services

Adoption Service, 2 St. Andrew's Tce., Waterford	(051) 860 048
Community Child Centre, Waterford Regional Hospital, Dunmore Road, Waterford	(051) 842 691
Drugs Co-ordination Unit, Beech House, Cove Roundabout, Dunmore Road, Waterford	(051) 846 720
Sexual Assault Treatment Unit, Waterford Regional Hospital, Dunmore Road, Waterford	(051) 842 157
MABS, 8 William Street, Kilkenny	(056) 7761777
MABS, 72D Tullow Street, Carlow	(059) 9140977
Substance Misuse Office, Kickham Street, Kilkenny	(056) 776 4638
Suicide Resource Office, Front Block, St. Patrick's Hospital, John's Hill, Waterford	(051) 874 013
Social Inclusion, Wolfe Tone House, Wolfe Tone St., Kilkenny	(056) 770 3401

Appendix 1 - General Practitioners

CARLOW

Caredoc Limited	St. Dympna's Hospital, Athy Road, Carlow	1850 334 999
Dr. Patrick Aylmer	1, Crosbie Place, Barrack St., Carlow	(059) 914 2241
Dr. Michael J. Blade	Myshall Health Centre, Myshall, Co. Carlow	(059) 915 7633
Dr. Elaine Bolger	Clayton Hall Medical Centre, Staplestown Road, Carlow	(059) 913 3330
Dr. Michael Byrne	Cournellan, Borris, Co. Carlow	(059) 977 3300
Dr. Aoife Cody	Bachelors Walk, Bagenalstown, Co. Carlow	(059) 972 1650
Dr. Brendan Coffey	Bachelors Walk, Bagenalstown, Co. Carlow	(059) 972 1650
Dr. John Conway	24, Burrin Street, Carlow	(059) 914 3247
Dr. Brendan Doyle	Avoca House, Barrack St., Carlow	(059) 913 1127
Dr. Tom Foley	Health Centre, Leighlinbridge, Co. Carlow	(059) 972 1240/972 1502
Dr. Niamh Gallagher	35, Dublin Road, Carlow	(059) 914 7636/913 3313
Dr. Jonathan Jacob	Castlehill, Carlow	(059) 913 0357
Dr. Aidan Kehoe	Tullow Medical Centre, Tullow, Co. Carlow	(059) 915 1101
Dr. Sandra Kehoe	65, Tullow Street, Carlow	(059) 913 0770
Dr. Patrick McDermott	35, Dublin Road, Carlow	(059) 913 3313
Dr. Sean McGuire	Clayton Hall Medical Centre, Staplestown Road, Carlow	(059) 913 3330
Dr. Carol McInerney	72 Tullow Street, Carlow	(059) 913 2450
Dr. Christopher Gerard Moran	65, Tullow Street, Carlow	(059) 913 0770
Dr. John V. Murray	Health Centre, Shillelagh Road, Tullow, Co. Carlow	(059) 915 1492
Dr. Fionnula Ni Ghrainne	72 Tullow Street, Carlow	(059) 913 2450
Dr. Martin O'Brien	Crow Street Medical Centre, Borris, Co. Carlow	(059) 977 1014
Dr. Pascal O'Dea	Bachelors Walk, Bagenalstown, Co. Carlow	(059) 972 1650
Dr. Regina O'Kelly	Flemington House, Brown Street, Carlow	(059) 917 6840
Dr. Patricia O'Toole	23, Staplestown Road, Carlow	(059) 913 2525

Dr. Benedict J. Parmeter	Clayton Hall Medical Centre, Staplestown Road, Carlow	(059) 913 3330
Dr. John Phelan	Tombeagh, Hackettstown, Co. Carlow	(059) 647 1121
Dr. Declan Woods	1, Cathedral Walk, College Street, Carlow	(059) 913 0828

KILKENNY

Dr. Ciaran Aylmer	Loughboy Medical Centre, Loughboy, Kilkenny	(056) 777 0020
Dr. Jeremiah G. Beckett	Freshford, Co. Kilkenny	(056) 883 2261
Dr. Richard Brennan	Ballyhale, Co. Kilkenny	(056) 776 8608
Dr. Michael Canning	Goresbridge Health Centre, Goresbridge, Co. Kilkenny	(059) 977 5221
Dr. Colm Costello	Patrick St. Medical Centre, Colles House, 8 Patrick Street, Kilkenny	(056) 776 1731
Dr. Tadhg Crowley	Dean Street Medical Centre, Dean Street, Kilkenny	(056) 772 1320
Dr. Patrick Crowley	The Health Centre, Kilmoganny, Co. Kilkenny	(051) 648 007
Dr. John Cuddihy	Dean Street Medical Centre, Dean Street, Kilkenny	(056) 772 1320
Dr. William Cuddihy	Dean Street Medical Centre, Dean Street, Kilkenny	(056) 772 1320
Dr. Claire Frances Cusack	Dean Street Medical Centre, Dean Street, Kilkenny	(056) 772 1320/778 9646
Dr. Jim Drynan	Mall House, Thomastown, Co. Kilkenny	(056) 772 4219
Dr. John Enright	Deerpark, Mullinavat, Co. Kilkenny	(051) 898244
Dr. Ronan Fawsitt	Castle Gardens, Kilkenny	(056) 776 5891
Dr. Carmel Flynn	John's Green Medical Centre, Wolfe Tone Street, Kilkenny	(056) 776 4666
Dr. Richard Frayne	Coolbawn, Castlecomer, Co. Kilkenny	(056) 444 1542
Dr. Finian Gallagher	The Health Centre, Gowran, Co. Kilkenny	(056) 772 6116
Dr. Margaret Hally	Castle Gardens, Kilkenny	(056) 776 5891
Dr. Michael Helly	The Health Centre, Graiguenamanagh, Co. Kilkenny	(059) 972 4495
Dr. Miriam Hogan	St. Anthony's, Newpark, Kilkenny	(056) 776 2453/883 3445
Dr. Gobnait Mary Kearney	Dean Street Medical Centre, Dean Street, Kilkenny	(056) 772 1320

Dr. John Kennedy	Medical Centre, Chapel Ave., Ballyragget, Co. Kilkenny	(056) 883 3105
Dr. Eluned Lawlor	Loughboy Medical Centre, Loughboy, Kilkenny	(056) 777 0020
Dr. Brendan P. Lee	Castle Gardens, Kilkenny	(056) 776 5891
Dr. Val Lonergan	The Health Centre, Graiguenamanagh, Co. Kilkenny	(059) 972 4495
Dr. Tom Lynch	Barrack Street, Castlecomer, Co. Kilkenny	(056) 444 1310
Dr. Gerard Lynch	Garrison House, John's Green, Kilkenny	(056) 776 5966
Dr. Thomas Paul Magnier	Dublin Road, Thomastown, Co. Kilkenny	(056) 772 4186
Dr. Pat Maher	Health Centre, Johnstown, Co. Kilkenny	(056) 883 1618
Dr. Eilis Maher	Health Centre, Johnstown, Co. Kilkenny	(056) 883 1618
Dr. Anthony J McGuane	Patrick St. Medical Centre, Colles House, 8 Patrick Street, Kilkenny	(056) 776 1731
Dr. Declan Murphy	Johns Green Medical Centre, Wolfe Tone Street, Kilkenny	(056) 776 4666
Dr. Seathrún O'Casaide	Dean Street Medical Centre, Dean Street, Kilkenny	(056) 772 1320
Dr. Mary J.O'Gorman	Garrison House, John's Green, Kilkenny	(056) 776 5966
Dr. Breda O'Leary	Castle Gardens, Kilkenny	(056) 772 1326
Dr. K.S.V. Prasad	Market Street, Castlecomer, Co. Kilkenny	(056) 444 1579
Dr. James Ryan	Health Centre, Callan, Co. Kilkenny	(056) 772 5237
Dr. Achim Schlunke	Camphill, Ballytobin, Callan, Co. Kilkenny	(051) 648 007

