

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

your HSE guide

South Lee – Cork

South Lee Local Health Office
Floor 3, Abbeycourt House
George's Quay, Cork
Tel: (021) 496 5511



The Local Health Office is the central focus of all community health and personal social services in your local area.

We provide a broad range of services to a population of 179,131 (Census 2006) serving the communities of Cork City, south of the river lee and including the main population centres of Bandon, Kinsale, Ballincollig and Carrigaline.

We provide services either from the Local Health Office in Abbeycourt House or through the Health Centres and other locations listed in this booklet.

Welcome

I am delighted to introduce the Health Service Executive Guide, which we have produced to make sure that you have all the information you need about the Health Services in our area.

This booklet gives you a full list of the Health and personal social services in our area. It also gives you useful information on how to access services, and guide you to your entitlements to things like Medical Cards, the new G.P. visit cards, Nursing Home Care and more.

My job as the manager of the Local Health Office is to make sure that the community health services in this area work for you, and to also 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 when they need them.

We also work closely with the hospitals in the area, so that people can, when they need to, move easily between the community and hospital system.

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.

Gretta Crowley
Local Health Manager, South Lee



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, like:

- 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	15
Health Centres in South Lee	21

Health Services

Registration Services - Births, Deaths & Marriages	22
Hospitals	22
Hospice Care	23
Counselling	23
Services for Older People	24
Mental Health	26
Children and Families' Services	27
Addiction Services	27
Intellectual Disability & Autism Services	28
Asylum Seekers Services	29
Homeless Services	29
Sexually Transmitted Disease Treatment GUM	29
Special Projects & Social Inclusion Services	30
Environmental Health Services	30
Appeals	31
Freedom of Information	31

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 schoolchildren can 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.

Hundreds of 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 can 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 can 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, that 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 handy 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 can get 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.

Everyone 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

The card that covers EU.

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 their 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 to be introduced in Cork as and from October, 2007 (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

* To be introduced in Cork late 2007

Nursing Home Services and Subvention

The HSE provides a wide range of services for older people, including in-patient acute services, step down and convalescent care, day services, rehabilitation, community services, home care and home helps.

The simplest way to enquire about or access these services is to speak to either your GP, or to ask at your Local Health Centre to speak to the Public Health Nurse.

The HSE also pays a subvention, or a subsidy, toward the cost of a private nursing home beds. The subvention is designed to help with nursing homes 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 kinds 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. 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 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 1st, 3rd 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 their 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.

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 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

There is a wide range of community services as outlined below. Each of the services is managed by Head of Discipline for a specific discipline. The General Manager/Director of operations for South Lee PCCC is Ms Gabrielle O'Keefe. The Heads of Discipline report to Ms O'Keefe on a day to day basis:

- Administration
- Area Medical Services
- Child Care
- Child Protection/Health
- Podiatry Service
- Community Welfare Services
- Community Work
- Dental Service
- Environmental Health
- Laboratory Services
- Audiology
- Mental Health Services
- Occupational Therapy Service
- Physiotherapy Service
- Psychology Service
- Public Health Nursing including Home Help Service
- Social Work
- Speech and Language Therapy
- Ophthalmic Service
- Community Hospitals
- Day Care Centres
- Children Residential Service
- Drug and Alcohol Services

Local Health Office

South Lee PCCC
Abbeycourt House, George's Quay, Cork
Tel: (021) 496 5511 Fax: (021) 496 3822

The following are some of the main services that are managed for you by your Local Health Office. Full contact details for all our services come in the pages that follow, and you will find useful details on entitlements and services that you may be able to access.

Area Medical Officers	(021) 492 3885
Blind Welfare Allowance Queries	(021) 492 3808
Complaints Officer	(021) 492 3842, 492 3843
Coordinator of Domiciliary Midwifery	(021) 492 3935
Drugs Payment Scheme Queries	(021) 492 3895

European Health Insurance Card	(021) 492 3821, 492 3981
Freedom of Information	(021) 492 3862
Home Help Scheme Payment Queries	(021) 492 3801,492 3902
Housing Aid for the Elderly Queries	(021) 492 3803
Infectious Diseases Maintenance Allowance	(021) 492 3808
Long term illness Scheme Queries	(021) 492 3894
Medical Cards	(021) 492 3832
Pre-School Inspection Team	(021) 492 3884, 492 3975
Primary Medical Certificate Queries	(021) 492 3808
Pubic Health Nursing Department	(021) 492 3836, 492 3845

GP Out of Hours Service, SouthDoc: 1850 335 999

This is a service to provide you and your family with access to family doctor services outside of normal hours. This service operates from 6.00pm to 8.00am Monday to Friday, and from 1.00pm to 8.00am on Saturday, Sunday and Bank Holidays from 1.00am on Saturday to 8.00am on Tuesday.

Public Health Nursing

There are Public Health Nurses working from every Health Centre in our area, who provide 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.

Social Work

The Social Work Team in the Local Health Office is responsible for providing support to children and families in the community. This involves Family Support Services. 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.

St. Finbarr's Hospital – Tel: (021) 492 3001

Child Health

Area Medical Teams visit schools in the area to give vaccinations like the MMR, 4-in-1, etc. They also work with Public Health Nurses to check on a child's development from birth onwards, through a series of standard regular checks. Area Medical Officers also play an important role in providing information on vaccines. You can contact the Area Medical Officers in Abbeycourt House, George's Quay at: (021) 492 3885.

Audiology Services

Tel: (021) 492 3310

Chiropody Services/Podiatry

Chiropody Services/Podiatry are available for Medical Card holders, appointments can be arranged through your Public Health Nurse at Grattan Street Health Centre (021) 492 1752.

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 entitlements and can help with filling in forms like the Medical Card, GP Visit Card etc. Contact your Local Health Centre.

CWO South Lee West

Greenmount Community Centre	(021) 496 5590
Togher Community & Social Centre	(021) 452 5585
Ballyphehane Health Centre	(021) 318 607
Ballincollig Health Centre	(021) 487 4058
Viaduct	(021) 434 1208
Ballinhassig	(021) 488 5190
Bandon Health Centre	(023) 43222
Wilton Park House	(023) 4343875
Probiz House, Drinan street	(021) 496 3052

CWO South Lee East

Grattan Street	(021) 427 3569
Mahon Health Centre	(021) 435 9055
Kinsale Health Centre	(021) 477 4763
Douglas	(021) 489 4490

Passage West Dispensary	(021) 486 3535
Ballintemple Health Centre	(021) 429 4636
Carrigaline Health Centre	(021) 437 2094
Crosshaven Health Centre	(021) 483 1062
Rents Officer, South Lee East, The Lough Community Centre, Greenmount	(021) 496 5594
Rents Officer, South Lee West, The Lough Community Centre, Greenmount	(021) 496 5906

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. Tel: (021) 492 7105

General Practitioner Services

There are a large number of GPs working in the area, and your Local Health Office can help you to find a GP, or can advise on entitlements such as a Medical Card or GP Visit Card. For a list of GPs in our area, contact the GP Unit, South Mall. Tel: (021) 4921872

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, or sometimes may provide more personal care like help with dressing, bathing etc. You can access this service through your Public Health Nurse.

Kinsale Health Centre	(021) 477 2407
Bandon Health Centre	(023) 42140
Ballincollig Health Centre	(021) 487 2626
Viaduct Health Centre	(021) 434 1208
Ballyphehane Health Centre	(021) 492 1880
Ballintemple Health Centre	(021) 492 3913
Mahon Health Centre	(021) 435 7014
Carrigaline Health Centre	(021) 437 2535
Passage West Health Centre	(021) 484 1628
Douglas Health Centre	(021) 489 3581
Crosshaven Health Centre	(021) 483 1062
Shanbally Health Centre	(021) 437 8288

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 (021) 492 3831, 492 3832.

Occupational Therapy

These services are provided to people whom through illness or disabilities 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 (021) 492 3194.

Ophthalmic

Medical Card holders are entitled to Ophthalmic or Eye Testing Services, which you can query by calling (021) 492 3951.

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 Tel: (021) 492 3194

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. Tel: (021) 492 7801

Psychology Service

The aim of Psychology Services is to promote the psychological well being of children and families. These services provide appropriate assessment and therapy to children, adolescents and their families who present with a broad range of emotional and behavioural problems. The psychology services' objectives operate within the framework of the Child Care Act (1991), which places a statutory obligation on Health Boards to promote the welfare and protection of children (0-18 years). Tel: (021) 492 3139

Community Work

The aim of the Community Work Services Department is to:

- Empower and enable local groups, organisations to tackle the health and social issues with which they are concerned e.g. Family Support, Care of Older Person, and Primary Care Groups;
- Improve the quality of life in the community through developing services in partnership with local people, voluntary organisations and other agencies with a particular focus on anti-poverty and social inclusion.

Key Client Groups:

- Voluntary/Community Sector;
- Organisations/Groups interested in providing/developing services/activities, which are similar or ancillary to the HSE; and
- Organisations/Groups in the Voluntary and Community Sector in receipt of grant-aid from the HSE. Tel: (021) 492 3136.

Dental Services

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

St. Finbarrs Hospital	(021) 492 3248
Ballincollig Inniscarra Road	(021) 487 3320
Bandon	(023) 422 04
Harrington Square	(021) 450 0074
Kinsale	(021) 477 2535
Mahon	(021) 435 7015

Health Centres in South Lee

Ballincollig	(021) 487 2626
Ballinspittle	(021) 477 8219
Ballintemple	(021) 492 3913
Ballypéhane	(021) 492 1880
Bandon	(023) 421 40
Carrigaline	(021) 437 2535
Crosshaven	(021) 483 1062
Douglas	(021) 489 3581
Kinsale	(021) 4772 407
Mahon	(021) 435 7014
Passage West	(021) 484 1628
Shanbally	(021) 437 8288
Viaduct	(021) 434 1208

Domiciliary Midwifery Services

The Health Service Executive offers a Home Birth Service to those low risk women who have made an informed decision to be confined at home for the birth of their babies. A defined service, which is free of charge to the mother, is provided in Counties Cork and Kerry by a number of experienced Community Midwives who have entered into an agreement with the Health Service Executive for the provision of this service. The service provided is based on best practice guidelines for domiciliary ante natal care, care during labour and delivery and post natal care. For further details please contact the Home Birth Co-ordinator at (087) 288 9499 or (021) 492 3935.

Registration Services – Births, Deaths & Marriages

Adelaide Court, Adelaide Street, Cork
Tel: (021) 427 5126

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 GP Out-of-Hours Services, SouthDoc: 1850 335 999

Local

Bandon Community Hospital, Bandon, Co Cork	(023) 41403
Cork University Hospital, Wilton, Cork	(021) 454 6400
Kinsale Community Hospital, Kinsale, Co Cork	(021) 477 2202
St Finbarr's Hospital, Douglas Rd, Cork	(021) 496 6555
G.F Acute Psychiatric Unit, Cork University Hospital, Wilton, Cork	
Male Section	(021) 492 2585
Female Section	(021) 492 2580

Regional

Bantry General Hospital, Bantry Co Cork	(027) 50133
Acute Psychiatric Unit, Bantry General Hospital, Bantry	(027) 52030
Castletownbere Community Hospital, Castletownbere	(027) 70004
Clonakilty Community Hospital, Clonakilty	(023) 33205
Dunmanway Community Hospital, Dunmanway	(023) 45102
Erinville Maternity Hospital, Western Road	(021) 427 5211
Fermoy Community Hospital, Fermoy	(025) 31300
Fermoy Welfare Home, Fermoy	(025) 31304
Heatherside Hospital, Buttevant	(022) 24377
Kanturk Community Hospital, Kanturk	(029) 50024
Kinsale Community Hospital, Kinsale	(021) 477 2202
Macroom Community Hospital, Macroom	(026) 41002
Mallow General Hospital, Mallow	(022) 30300
Mercy University Hospital, Granville Place	(021) 427 1971
Middleton Community Hospital, Middleton	(021) 463 5300
Millstreet Community Hospital, Millstreet	(029) 70003
Mount Alvernia Hospital, Newberry, Mallow	(022) 21405

Schull Community Hospital, Schull	(028) 28120
Skibbereen Community Hospital, Skibbereen	(028) 21677
St Mary's Orthopaedic Hospital, Gurranebraher	(021) 430 3264
Youghal Community Hospital, Youghal	(024) 92106
South Infirmary/Victoria Hospital, Old Blackrock Road	(021) 492 6100
Youghal Cois Abhann Residential Unit, Greencloyne	(024) 92765

National

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 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.

Marymount Hospice, Wellington Road
Tel: (021) 450 1201

Counselling

Support for adults who as children experienced abuse or neglect.
Harbour Counselling, Penrose Wharf, 9.00am to 5.30pm
Tel: (021) 486 1360
Freephone: 1800 234 116

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.

Community Hospitals

These hospitals provide a wide range of services and are primarily focused on the needs of the elderly.

Services provided:

- Assessment and Rehabilitation
- Convalescent Care
- Continuing Care
- Respite Care
- Highly Dependent/Terminally Ill Patients
- Day Care

Community Hospitals in South Lee

Bandon	(023) 41403
Kinsale	(021) 477 2202

Hospitals and Homes for Older Person

There are a number of 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 Continuing Care Unit, South Mall on (021) 492 1841.

Day Care Centres for Older Person

The main objectives of Day Centres are:

- To provide a service such as a mid-day meal, a bath, physiotherapy, occupational therapy, chiropody, laundry and hairdressing.
- To promote social contact among the elderly and prevent loneliness.
- To relieve caring relatives, particularly those who have to go to work, of the responsibility of caring for elderly persons during the day.
- To provide social stimulation in a safe environment for elderly people with mild forms of dementia.

People attending a Day Centre are generally active but many require assistance in some activity of daily living, such as preparing food, bathing or washing clothes. The development of Day Centres/Day Care Centres in Cork and Kerry has included Centres managed exclusively by the HSE, managed in partnership with voluntary agencies and Centres exclusively managed by Voluntary Organisations. There is variation in the staffing of these Centres and in the services they provide.

Day Care Centres in South Lee

Ballincollig Day Care Centre	(021) 487 5959
St Luke's Day Care Centre	(021) 435 9444
Turner's Cross Day Care Centre	(023) 432 3436
Ballyphehane Day Care Centre	(021) 431 1698
Bandon Day Care Centre	(023) 52029
Carrigaline Day Care Centre	(021) 437 3730

Community Intervention Team

This service provides supports to enable people to live independently when ill, avoiding a stay in an acute Hospital. Tel: (021) 492 7339

Home Care Package

A Home Care Package consists of a range of services put in place to assist the older person, who is the holder of a medical card, return to, and remain at, home. The package is tailored to meet the individual's assessed needs. The Home Care Package may consist of a range of services provided directly by the HSE Southern Area, services provided by voluntary groups/organisations, payments of cash grants to facilitate the patient's family to purchase a range of services/supports, or a combination of these.

Home Care Packages differ from the normal care in the community in that they allow for the provision of enhanced services, beyond the normal levels available in the community, to assist with the transition between hospital and home or to prevent or delay admission to acute hospitals or continuing care. Contact your Public Health Nurse at your Health Centre. (see over).

Health Centres

Ballincollig	(021) 487 2626
Ballinspittle	(021) 477 8219
Ballintemple	(021) 492 3913
Ballyphehane	(021) 492 1880
Bandon	(023) 421 40
Carrigaline	(021) 437 2535
Crosshaven	(021) 483 1062
Douglas	(021) 489 3581
Kinsale	(021) 4772 407
Mahon	(021) 435 7014
Passage West	(021) 484 1628
Shanbally	(021) 437 8288
Viaduct	(021) 434 1208

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.

South Lee Mental Health Services

Administration Office, Unit 4A
 South Ring Business Park, Kinsale Road, Cork
 Tel: (021) 492 7288

Hospitals

GF Unit, Cork University Hospital, Wilton, Cork	(021) 492 2585
Heatherside Buttevant, Co. Cork	(022) 24377
St. Catherines Ward, St. Finbarr's Hospital, Douglas Rd, Cork	(021) 492 3335
St. Monica's Ward, St. Finbarr's Hospital, Douglas Rd, Cork	(021) 492 3259

Hostels

Glenmalure House, Blackrock Road, Cork	(021) 429 2651
--	----------------

Day Hospitals

Ravenscourt, St. Finbarr's Hospital, Douglas Rd. Cork	(021) 492 3247
---	----------------

Day Centres

Tosnú, West End Ballincollig	(021) 487 2688
Watergate Mental Health Centre, Bandon, Co Cork	(023) 44590
Togher Day Centre, Togher Community Centre, Togher, Cork	(021) 432 2078

Child & Adolescent Psychiatry

The purpose of the service is to provide a mental health service to children and adolescents who are experiencing moderate to severe emotional, psychological or behavioural problems. Age range 0-15 years is seen for assessment, once referral is made prior to 16th birthday. Expected waiting list time and priority status decision may influence referral acceptance determination. Some adolescents who have been assessed prior to their 16th birthday may continue to be offered a service up to their 18th birthday.

City General, Infirmary Road
 Tel: (021) 492 7825

Children & Families Services**Community Child Services**

Adoption Services, Unit 4, South Ring Business Park	(021) 492 7250
Child First, Ellis House, Ballyvolane	(021) 492 9010
Family Centre, St Finbarr's Hospital	(021) 492 3302
St. Finbarr's Hospital Fostering	(021) 492 3025
Preschools South Lee	(021) 492 3884

Addiction Services

Treatment Centre – Non residential

Arbour House Treatment Centre, St. Finbarr's Hospital,
Douglas Road, Cork.
Tel: (021) 496 8933

Community Counselling & Advisory Service –East Cork

C/o Arbour House Treatment Centre,
St. Finbarr's Hospital, Douglas Road, Cork
Tel: (021) 496 8933

Community Counselling & Advisory Service – North Cork City

Counselling & Advisor Service, 10 Church Street,
Off Shandon Street, Cork
Tel: (021) 421 2382

Community Counselling & Advisory Service – Kerry

Counselling & Advisory Service, Block F, Ground Floor,
Edward Court, Edward Street, Tralee, Co. Kerry
Tel: (066) 718 4968

Community Counselling & Advisory Service – West Cork

Counselling & Advisory Service Medical Centre,
Market Street, Skibbereen, Co. Cork
Tel: (028) 23456

Intellectual Disability & Autism Services

Area Headquarters Blackpool
Tel: (021) 492 7105

Asylum Seekers Services

Unit 10a, South Ring Business Park, Kinsale Road
Tel: (021) 492 7320

Kinsale Road, Accommodation Centre

Kinsale Road, Cork
Tel: (021) 431 0482

Rosanne O'Donovan
Tues: 11.00am – 12.30pm
Wed: 11.00am – 12.30pm
Thurs: 11.00am – 12.30pm

Homeless Services

Adult Homeless Services

Unit 10a SRBP Kinsale Road Cork
Tel: (021) 492 7320

Drinan Street
Tel: (021) 496 3052

Youth Homeless Services

Liberty Street
Tel: (021) 492 1728

Sexually Transmitted Disease Treatment GUM

Sexually Transmitted Disease Treatment Clinic
Victoria Hospital
Tel: (021) 496 6844

AIDS Liaison Nurse STD Clinic
Tel: 087 699 6272

Special Projects & Social Inclusion Services

Social Inclusion Services

Floor 4, Abbeycourt House, George's Quay
Tel: (021) 492 3973

Suicide Helpline

Confidential advice and support for those who are feeling suicidal.
Open 6.00pm-10.00pm daily
Freephone: 1800 742 745

Suicide Bereavement Support Service

Confidential advice and support for those who have lost someone
through suicide.

Tel: 087 798 6944

Youth Health Service

73 Shandon Street, Cork City

A free service for under 25's.

Tel: (021) 422 0490/1 Email: yhs@mailp.hse.ie

Farm & Rural Stress Helpline

Confidential advice and support for people living in a rural area.

Freephone: 1800 742 645 Open daily from 6.00pm-10.00pm

Or email us at: farmandruralstress@mailp.hse.ie

The HSE is covered by the Freedom of Information Act 1997, meaning that records held by the HSE can be applied for, and if a range of criteria are met, can be released to the public. Personal Information, like medical records, can ONLY be released to that person alone. To make a request for a record to be released under this Act, contact: 1850 742 000

Environmental Health Services

South Lee, Floor 2, HSE offices Fr. Matthew Quay (021) 492 7703

Public Health Microbiology Laboratory, St Finbarr's Hospital (021) 492 3308

Public Analysts Laboratory, St. Finbarr's Hospital (021) 492 3245

The role of the environmental health service includes preventative and promotional measures to protect the health of the population through food and environmental controls.

The Environmental Health Officers (EHOs) audit and control hygiene standards in restaurants and other food premises. Other food controls include sampling, investigation of complaints.

EHOs also undertake other environmental work, for example dealing with tobacco control, implementation of legislation in respect of cosmetics, sampling of public water supplies for fluoride content, etc.

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 that decision, and to have it reviewed.

LoCall: 1850 742 222

Freedom of Information

