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www.hse.ie

your HSE guide

Donegal

Donegal Local Health Office
Isaac Butt House, Ballybofey
Tel: (074) 918 9021



The Local Health Office is the central focus of all community health and personal social services in your local area. Our Local Health Office looks after the communities across Co. Donegal, and provides a wide range of services either from the Local Health Office in Ballybofey, or through the Health Centres and other locations listed in this booklet.

Welcome

I am the Local Health Manager for Donegal, and I am delighted to introduce the HSE 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 and nearby. It also gives you useful information on how to access services, and guides you to your entitlements to things like Medical Cards, the new GP 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 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.

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 a need arises, it will be at hand with the information you require.

Most importantly, remember your Local Health Office, and don't hesitate to phone or to call to our public office if you need information or services. We will make sure you get to where you need to be.

John Hayes
Local Health Manager

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

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YOUR GUIDE TO HEALTH SERVICES

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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 (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 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 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 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, 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 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

The following are some of the main services that are managed for you by your Local Health Office.

Local Health Office

Isaac Butt House, Ballybofey
Tel: (074) 918 9021

HSE West Customer Information Line: 1850 636 313

Available Monday to Friday, 9am to 5pm, this service based in the North West can answer any questions you have about HSE services and your entitlements.

GP Out of Hours Service, NowDoc: 1850 400 911

This is a service to provide you and your family with access to family doctor services outside of normal hours.

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 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.

Child Health

Area Medical Teams visit schools in the area to give vaccinations like the MMR, Meningitis C, Rubella 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 managing outbreaks of illness like measles or mumps in the area.

Chiropody Services

Chiropody Services are available for medical card holders, a list of chiropodists is available from your Local Health Centre.

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 Health Centre.

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.

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, phone the Local Health Office.

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

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 (074) 918 9006.

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.

Ophthalmic

Medical Card holders are entitled to Ophthalmic or Eye Testing Services.

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.

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.

Contact details of services

Area Medical Officer	(074) 918 9021
Child Care Manager	(071) 982 2776
Community Welfare	(074) 913 1154
Immunisation	(074) 918 9118
Public Health Nursing	(074) 918 9024/9031
Registrar Births Marriages & Deaths (North Donegal), Letterkenny	(074) 912 3782
(South Donegal), Stranorlar	(074) 918 9554

Dental Services

All children 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. Contact the Dental Service through your local Health Centre.

Orthodontic Service

Orthodontic Dept, Sligo General Hospital
Tel: (071) 917 4574

Health Centres

Annagry	(074) 954 8106
Ardara	(074) 954 1134
Arranmore	(074) 952 0105
Ballinacorney, Public Health Nurse	(087) 248 8180
Ballintra	(074) 973 4303
Ballybofey	(074) 913 1154
Ballyshannon	(071) 985 1387
Bree	(074) 937 0321
Brinaleck (Gweedore, Bunbeg)	(074) 953 1395
Buncrana	(074) 932 2003/2011
Bundoran	(071) 984 2449
Burtonport	(074) 954 2072
Carndonagh	(074) 937 4164
Carrick	(074) 973 9346
Carrigans, Ballinful	(071) 916 3960
Carrigart	(074) 915 5163
Castlefin	(074) 914 6181
Churchill	(074) 913 7516
Clonmany	(074) 937 6919
Convoy, Drumkeen	(074) 914 7317
Creelough	(074) 913 8058
Culdaff	(074) 937 9003
Derrybeg	(074) 953 1499
Donegal Town	(074) 972 1074
Doochary	(074) 954 6162
Fintown	(074) 954 6126
Dunfanaghy	(074) 913 6102
Dungloe	(074) 952 2261/2
Dunkineely	(074) 973 7540
Fahan	(074) 936 0141
Falcarragh	(074) 916 5006
Fanad	(074) 915 9449
Frosses	(074) 973 6567
Glencolumcille	(074) 973 0062
Glenties	(074) 955 1329

Gortahork	(074) 913 5491
Kerrykeel	(074) 915 0307
Kilcar	(074) 973 8069
Killybegs	(074) 973 2248
Killygordon	(074) 914 9312
Kilmacrenna	(074) 913 9050
Laghey	(074) 972 3630
Letterkenny	(074) 919 4289
Lettermacaward	(074) 954 4147
Lifford	(074) 914 1691
Malin	(074) 937 0637
Manorcunningham	(074) 915 7018
Milford	(074) 915 3820
Mountcharles	(074) 973 5513
Moville	(074) 938 2941
Muff	(074) 938 4067
Newtoncunningham	(074) 915 6566
Pettigo	(071) 986 1740
Quigleys Point	(074) 938 3289
Ramelton	(074) 915 1732
Raphoe	(074) 914 5981
Rathmullan	(074) 915 8151
Speenogue	(074) 936 8226
St. Johnston	(074) 914 8228
Stranacorkra (Gweedore, Derrybeg, Brinaleck)	(074) 953 2334
Stranorlar	(074) 913 1344
Tamney	(074) 915 9060
Tory Island	(074) 913 5504

Registration Services – Births, Deaths & Marriages

Letterkenny, Tirconail House
Tel: (074) 912 4576

Stranorlar Primary Care Offices
Tel: (074) 918 9554

Buncrana, 12 Ardaruan Square
Tel: (074) 936 2196

Hospitals

Local and Regional 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 may be able to access GP services through NowDoc GP Out Of Hours Services, Callsave: 1850 636 313.

Letterkenny General/St. Conal's Hospitals

General Enquiries	(074) 912 5888
Accident and Emergency	(074) 912 3537
Customer Services	(074) 912 3503
Laboratory	(074) 912 3557
Out Patients	(074) 912 3555
X-Ray	(074) 912 3571
Day Services	(074) 912 3539
Dental	(074) 912 3732
General Manager	(074) 912 3501
Gynaecology	(074) 912 3566
Maternity	(074) 912 3552
Medical 1	(074) 912 3541
Medical 2	(074) 912 3542
Medical 3	(074) 912 3543
Medical Rehabilitation Unit	(074) 918 8808
Neonatal Unit	(074) 912 3575
Ophthalmic	(074) 912 3734
Orthopaedic	(074) 912 3553
Paediatrics	(074) 912 3556
Physiotherapy Dept.	(074) 912 3582
Psychiatric Unit (Male)	(074) 912 3567

Psychiatric Unit (Female)	(074) 912 3568
Renal Unit	(074) 912 3544
Surgical 1	(074) 912 3549
Surgical 2	(074) 912 3550

Sligo General Hospital

General Enquiries	(071) 917 1111
Asthma Service	(071) 917 4272
Breast Care Service	(071) 917 4692
Cardiac Rehabilitation	(071) 917 4584
Cardiac Investigations	(071) 917 6410
Colposcopy Service	(071) 917 4708
Coronary Care	(071) 917 4613
Consumer Services Dept.	(071) 917 4517
Diabetic Service	(071) 917 4585
Dietetic Dept.	(071) 917 4581
Day Services (Level 6)	(071) 917 4694
Delivery	(071) 917 4676
Emergency Department	(071) 917 4506
Endoscopy	(071) 917 4643
E.N.T. Dept.	(071) 917 4630
General Manager	(071) 917 4511
Gynaecology/Surgical	(071) 917 4606
Hospice	(071) 914 3317
Intensive Care Unit	(071) 917 4642
Laboratory	(071) 917 4551
Maternity Dept.	(071) 917 4608
Medical North	(071) 917 4614
Medical South	(071) 917 4616
Medical 4/ Stroke Unit	(071) 917 4670
Medical Assessment Unit (MAU)	(071) 917 4518
Occupational Therapy	(071) 917 4580
Ophthalmic Unit (Eye)	(071) 917 4619
Orthodontic Dept	(071) 917 4574
Orthopaedic Elective (Left Wing)	(071) 917 4626
Orthopaedic Trauma (Right Wing)	(071) 917 4624
Oncology	(071) 917 4694

Out Patients Dept	(071) 917 4569
Paediatrics	(071) 917 4634
Pain Control	(071) 917 4738
Palliative Care	(071) 917 4773
Pharmacy	(071) 917 4576
Physiotherapy	(071) 917 4567

Sligo General Hospital

Renal Dialysis Unit	(071) 917 4598
Surgical North	(071) 917 4639
Surgical/Gynaecology	(071) 917 4606
STD Service	(071) 917 0473
X-Ray Department	(071) 917 4508
X Ray Appointments	(071) 917 4509

Rheumatology & Rehabilitation

Our Lady's Hospital Manorhamilton	(071) 982 0406
Patient Help Line	(071) 982 0418

Main Hospital Numbers

University College Hospital Galway	(091) 544 544
Merlin Park Regional Hospital Galway	(091) 775 775
Portiuncula Hospital, Ballinasloe, Galway	(090) 964 8200
Mayo General Hospital Castlebar	(094) 902 1733
Roscommon County Hospital	(090) 662 6200

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 the hospital or at home and designed to give comfort and dignity to patients and families Hospice Service, Letterkenny General Hospital. Tel: (074) 917 7256

Counselling

The HSE provides counselling to adult victims of childhood physical, emotional, sexual abuse or neglect.

North West Region Counselling Services. Tel: (071) 914 2161

Children and Families' Services

Social Work and Child Protection Services are provided by the HSE to children and families who require support.

Donegal Social Work Service	(071) 912 3770/3672
North West Region Adoption Services	(071) 913 6552
Child Care Training, Letterkenny	(074) 912 3784
North West Region Counselling Services	(071) 914 2161
Children & Disability Services, College Street, Ballyshannon	(071) 982 2776
Donegal Fostering Team	(074) 972 3540

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. If you need services for yourself or for an older person you know, contact your GP or your Public Health Nurse at your Local Health Centre.

Ballyshannon The Sheil	(071) 985 1300
Ballyshannon Rock Nursing Unit	(071) 985 1303
Ballybofey, Service manager for Older People	(074) 918 9000
Buncrana Community Nursing Unit	(074) 936 1500
Carndonagh	(074) 937 4164
Donegal Community Hospital	(074) 972 1019
Dungloe Community Hospital	(074) 952 1044
Falcarragh Community Nursing Unit	(074) 913 5104
Killybegs Community Hospital	(074) 973 2044
Lifford	(074) 914 1033
Ramelton Community Nursing Unit	(074) 915 1049
Ramelton, Staff Phone	(074) 915 1358
Stranorlar St. Joseph's	(074) 913 1038
Ballymote Community Nursing Unit	(071) 918 3195
Carrick on Shannon St. Patrick's Hospital	(071) 962 0011
Manorhamilton Our Lady's Hospital	(071) 982 0400
Manorhamilton Arus Breffni	(071) 985 5161
Mohill Arus Carolan	(071) 963 1152
Sligo St. John's Hospital	(071) 914 2606

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.

Child & Family Mental Health Service	(074) 912 3563
Clinical Director, Tirconail House Letterkenny	(074) 912 2404
Park View House Day Hospital, St. Conal's Campus	(074) 912 3613
Day Centre, St. Conal's	(074) 912 1022 (Ext. 3720)
Psychiatric Acute Unit, General Hospital, Letterkenny	(074) 912 3548
19 Solomon's Court, Letterkenny	(074) 918 8405
20 Solomon's Court, Letterkenny (Old Age Psychiatry)	(074) 918 8401
St. Eunan's Court, Letterkenny (Addiction & Counselling)	(074) 912 8130/8769
SRU, Knocknamona, Letterkenny	(074) 912 1724
Mental Health Service, Primary Care Centre, Stranorlar	(074) 918 9065
Worklink, Pearse Rd, Letterkenny	(074) 912 8872
Mountsouthwell Social Club, Letterkenny	(074) 912 3986
Willow house, Kilmacrenna Rd	(074) 918 8329
East End House, Donegal Town	(074) 972 1933
Rowanfield House, Donegal Town	(074) 972 1910
Donegal Day Centre, Donegal Town	(074) 972 1910
Carrick, Day Centre	(074) 973 9354
SRU, Convent Rd., Carndonagh	(074) 937 3336
Carndonagh, Day Centre	(074) 937 3336
Mental Health Service, Maginn Ave, Buncrana	(074) 936 2529
Buncrana Day Centre, Buncrana	(074) 936 2529
Worklink, Buncrana	(074) 936 4144
SRU, Park House, Carnmore Rd, Dungloe	(074) 952 1333
Dungloe Day Centre, Psychiatric Unit, Dungloe	(074) 952 1860
Falcarragh Day Centre	(074) 913 5104
Cois Locha Apts, Dungloe	(074) 952 1861

Social Inclusion

AIDS/HIV Helpline

Tel: (071) 914 2828

Alcohol & Substance Abuse Helpline

Tel: (074) 912 8769

Disability Services

Intellectual, Physical and Sensory Disability Services are delivered directly and in partnership with a wide range of voluntary service providers. Initial contacts regarding service provision can be made through the Local Health Office or Community Services office – see above.

Physical and Sensory Disability Service, Donegal

Tel: (074) 912 4519

Learning Disability Service, Letterkenny

(074) 912 3758

Learning Disability Day Services

Ardara Woodhill Road	(074) 954 1801
Buncrana St. Nicholas Preschool	(074) 936 1486
Buncrana Cashel Na Corr	(074) 932 1057
Carndonagh JCM Day Centre	(074) 937 3182
Donegal St. Agnes Pre-school	(074) 972 1769
Donegal Cleary Centre	(074) 972 2910
Dungloe The Angle	(074) 952 1388
Letterkenny Ballaghderg Pre-school	(074) 912 1596
Letterkenny Hillview Mountaintop	(074) 912 4354
Letterkenny Ballyraine Ind. Est.	(074) 912 5624
Stranorlar Adult Training Centre	(074) 913 1552

Residential Centres

Bundoran Inbhear na Mara Res. Centre	(071) 984 1952
Carndonagh JCM	(074) 937 4206
Collooney Cloonamahon	(071) 916 7321
Stranorlar Sean O'Hare Unit	(074) 918 9739

Respite Care

Carndonagh, Riverwalk House	(074) 937 3110
Carndonagh, Milltown House	(074) 932 9044
Letterkenny, Ballymacool House	(074) 912 5902
Mountcharles, Sea View House	(074) 973 5925
Stranorlar Drumboe Respite House	(074) 913 2274

Psychiatry of Learning Disability Service

Letterkenny Consultant Psychiatrist	(074) 917 8068
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Training/Horticulture Centres

St. Conal's, Letterkenny	(074) 912 7336
Ballyraine Ind. Estate, Letterkenny	(074) 912 1323
Kilmacrennan Rd., Letterkenny	(074) 912 2033
Derrybeg Ind. Estate, Derrybeg	(074) 953 1300
Regional Office, St. Conal's	(074) 912 1022

Environmental Health

Environmental Health Service, Isaac Butt House, Ballybofey.
Tel: (074) 918 9044

Appeals

If you are unhappy with a decision of the HSE in relation to certain schemes or allowances, you have the right to appeal the decision. For further information contact the Appeals Officer:

HSE West, Manorhamilton, Co. Leitrim.
Tel: (071) 982 0545

Ballyraine Road, Letterkenny, Co. Donegal
Tel: (074) 912 7309

Health Promotion Services

Ballyshannon
Tel: (071) 985 2000

Letterkenny
Tel: (074) 917 8540

Freedom of Information

This service is designed to create a more open environment in which the general public can get access to information held by government bodies. Under the Freedom of Information Acts 1997 & 2003, three statutory rights have been established for the public:

- 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 Offices below.

Donegal, Sligo, Leitrim FOI Office
(074) 913 0562

Donegal Community Services
(074) 913 1391

Letterkenny General Hospital
(074) 912 3503