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www.hse.ie

your HSE guide

Galway

Galway Local Health Office
25 Newcastle Road, Galway
Tel: (091) 523 122



The Local Health Offices are the focus of all primary care, community health and continuing care services in your local area. Through our Local Health Office, in Newcastle Road, Galway we provide a wide range of services either directly or through the Health Centres and other locations listed in this booklet.

Welcome

Primary, Community and Continuing Care Services (PCCC)

Your Local Health Office is often your first point of contact with community health and personal social services. Each county has their own Local Health Office (see page 15 for contact details).

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, Ophthalmology, Speech Therapy, Addiction Counselling & Treatment, Physiotherapy, Occupational Therapy, Psychiatric Services, Home Help and many more.

I am very pleased to introduce you to this booklet which provides a comprehensive list of all of the health and personal social services provided in Galway City and County plus a few general telephone numbers which you might also find useful. I hope that you will keep this directory in a safe place and that you will contact us at the relevant telephone number listed if we can be of assistance.

Priya Prendergast
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

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

Community Services

Introduction to our Community Services	15	Home Help	21
Local Health Office	15	Home Management Advisory Service	22
Alcohol Addiction Services	15	Medical Cards & GP Visit Cards	22
Adoption & Tracing Services	16	Medical Department	22
Appeals	16	Mental Health	22
Asylum Seekers/Refugee Health	16	Occupational Therapy	24
Child Health	16	Older Persons Hospitals & Homes	24
Child & Family Psychiatry	17	Ophthalmology	24
Chiropody Services	17	Palliative Care & Hospice	25
Community Nutrition & Dietetic Service	17	Physiotherapy	25
Community Welfare	17	Primary Care Unit	25
Counselling	17	Psychiatric Services	25
Dental Services	18	Public Analyst's Laboratory	26
Disability Services	18	Public Health Nursing	26
Disability Services	18	Registration Services -	
Drugs Service	18	Births, Deaths & Marriages	26
Environmental Health Officers	18	Social Inclusion	26
European Health Insurance Card	18	Social Work	26
Fostering Services	19	Speech & Language Therapy	27
Freedom of Information	19	Special Housing Aid for the Elderly	27
Health Centres in Galway	19	Travellers' Health Services	27
General Practitioner Services	20	Westdoc	27
Health Promotion	21	Ambulance & Transport Services	28
Hepatitis C & Health Act Card	21	Hospitals	28

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

HSE West

Information Service: 1890 204 424

Galway Local Health Office
25 Newcastle Road, Galway

Tel: (091) 523 122

Mayo Local Health Office, Westport Road, Castlebar

Tel: (094) 902 2333

Roscommon Local Health Office, Lanesboro Road, Roscommon

Tel: (090) 663 7500

Alcohol Addiction Services

Alcohol Counselling Programmes are run on an out-patient basis and cater for clients who are motivated, ambulant and alcohol free for a period of one week prior to commencement of programme. The Aims of the Service also include providing long term support for those who participate in the programme, and support and awareness for families where there is an alcohol problem. The service also provides an Information, Education and Advice Service.

Merlin Park Regional Hospital, Galway	(091) 753 595
Loughrea	(091) 84 7556
Portumna	(090) 975 9885
Gort	(091) 630 949
Mountbellew	(090) 967 9571
Tuam	(093) 60474
Athenry	(091) 845 634
Ballinasloe	(090) 964 6258
St. Mary's Hospital, Castlebar, Co. Mayo	(094) 902 1333
The Lodge, County Hospital, Roscommon	(090) 662 6477

Adoption & Tracing Services

The Regional Adoption Service, CLANN provides group training sessions and completes assessments of prospective adopters for both Intercountry and Domestic adoption. Post placement reports are carried out by the Adoption Service for children adopted from abroad. A counseling service is provided for adoptee's, birth parents, extended family and adopters for the purpose of preparation of Search & Reunion.

Galway:

Clann Adoption Service West City Centre, Seamus Quirke Road, Galway
Tel: (091) 548 430

Mayo:

Adoption Service, St. Mary's Hospital, Castlebar, Co. Mayo
Tel: (094) 904 2534

Roscommon:

Adoption Service, Community Care Offices, Lanesboro Road, Roscommon
Tel: (090) 663 7575

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.

Appeals Office, St. Brigid's Hospital, Ballinasloe, Co. Galway
Tel: (090) 964 8400

Asylum Seeker/Refugee Health

Services include health screening and follow up/referral. In addition to this an outreach service is provided to clients in both Direct Provision and private houses giving health education, information on entitlements, advocacy service and referral to other services as appropriate. You can contact the Asylum Seeker/Refugee Health Department at Tel: (091) 548 497, 546 250, 546 359.

Child Health

Area Medical Teams work with Public Health Nurses to check on child development from birth onwards, through a series of standard regular checks. They also visit schools in the area to give booster vaccinations like the MMR, Meningitis C, Rubella etc. Area Medical Officers play an important role in managing outbreaks of illness like Meningitis, measles or mumps in the area. You can contact the Area Medical Officers at Tel: (091) 546 355.

Child & Family Psychiatry

St. Anne's Centre, Taylor's Hill, Galway
Tel: (091) 521 755, 521 974

Lyradoon Family Centre, Salthill, Galway
Tel: (091) 521 059, 523 308

Ballard House, Westside, Galway
Tel: (091) 580 100

(see Mental Health below for Adult Psychiatric Services)

Chiropody Services

This service is available to Medical Card holders over 65 years, all Diabetics and other "At Risk" groups i.e. R.A., P.V.D., persons with Intellectual/Physical Disabilities in special need of treatment and young children and adolescents presenting with recurring nail trauma. Appointments can be arranged through your public health nurse Tel: (091) 546 009 or by contacting the Chiropody/Podiatry Department at (091) 546 040.

Community Nutrition & Dietetic Service

Provides information and support to individuals and groups on healthy eating and weight management.

West City Centre, Seamus Quirke Road, Galway
Tel: (091) 548 335

Community Welfare

Community Welfare Officers work from many 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 Centres below or phone the Galway Local Health Office on:
Tel: (091) 523 122

Counselling

The Adult Counselling Service provides individual and group therapy to adult survivors of childhood abuse. This includes sexual, emotional, physical abuse and neglect during childhood. Counselling is available throughout the region. Direct contact can be made through Freephone: 1800 234 114 during office hours. Messages can be left on the answer-machine. The service is free and confidential.

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 through a routine school visit and assessment by the dentist of pupils in 2nd, 4th and 6th classes.

Tel: (091) 546 009

Disability Services

The Disability Services 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: (091) 546 320

Drugs Service

Provides information, advice and support in relation to drug abuse prevention, education and treatment. Tel: (091) 561 299

Environmental Health Officers

Environmental Health Department monitors a range of issues, such as Food Safety, Compliance with Tobacco Legislation, Pest Control and so on. They can be contacted at:

West City Centre, Seamus Quirke Road, Galway
Tel: (091) 548 390

European Health Insurance Card

A person going temporarily to an EU country (with the exception of Great Britain) should obtain a European Health Insurance Card (EHIC) from their Local Health Office prior to travelling. The form is valid for the duration of the stay specified on the form, subject to a maximum of 12 months, and covers the applicant, spouse and children up to 16 years. If treatment is required, the EHIC European Health Insurance Card should be produced to the appropriate health authority in the country the person is visiting.

Information Line - Freephone: 1800 201 698

Fostering Services

Foster Care is a way of looking after children within your own family when their parents are unable to care for them. We need Foster Carer's with commitment and understanding to care for children and young people. Training and support is provided and we would welcome your enquiries at:

25 Newcastle Road, Galway
Tel: (091) 546 354 or (091) 546 060

Freedom of Information

The HSE is covered by the Freedom of Information Act 1999 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:

Merlin Park Regional Hospital, Galway
Tel: (091) 773 838

Health Centres in Galway

Abbeyknockmoy	(093) 43704
Ahascragh	(090) 968 8634
Ardrahan	(091) 635 207
Athenry	(091) 844 679
Ballinasloe	(090) 964 2447
Ballygar	(090) 662 4601
Carna	(095) 32304
Carraroe	(091) 595 217
Clifden	(095) 21102
Clonbur	(094) 954 6174
Corrandulla	(091) 79 1140
Craughwell	(091) 84 6125
Dunmore	(093) 38123
Eyre court	(090) 967 5255
Glenamaddy	(094) 965 9072
Gort	(091) 631 325
Headford	(093) 35548
Inisboffin	(095) 45813
Inishere	(099) 75006

Inis Mean	(099) 73005
Inis Mor	(099) 61165
Kinvara	(091) 637 123
Killimor	(090) 967 6131
Leenane	(095) 42257
Lettermore	(091) 551 143
Loughrea	(091) 847 820
Mervue	(091) 753 887
Miltown	(093) 51301
Mountbellew	(090) 967 9260
Moycullen	(091) 55 5398
Oughterard	(091) 552 319
Portumna	(090) 974 1193
Roundstone	(095) 35046
Rosmuc	(091) 574 107
Shantalla	(091) 523 122
Spiddal	(091) 553 208
Tully, Ballinahown	(091) 593 131
Tully, Renvyle	(095) 43654
Tuam	(093) 24492
Turloughmore	(091) 797 106
Woodford	(090) 964 9051

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 this area Tel: (091) 523 122

WESTDOC – Out of Hours GP Service

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Health Promotion

Health is a resource for everyday life. It is not just the absence of illness; it is a state of physical, mental and social well-being. Many factors influence and determine health like social, economic and environmental factors for example: level of education, income, age, lifestyle choices and access to health services. Health promotion aims to address all of these factors. Our contact numbers are:

Health Promotion Services

Health Service Executive West, West City Centre, Seamus Quirke Road, Galway
Tel: (091) 548 321, 548 322, 548 437

Health Service Executive West, Old Westport Road, Castlebar, Co. Mayo
Tel: (094) 9042 2666

Health Service Executive West, Lanesboro Road, Roscommon
Tel: (090) 663 7595

Hepatitis C and the Health (Amendment) Act Card (HAA card)

Men, women and children who contracted Hepatitis C through the administration within the State of blood or blood products are entitled to a HAA Card (also known as a Blue card). HAA Cardholders are entitled to avail of a range of services, without charge, including:

- GP services
- Prescribed drugs, medicines and appliances
- Dental services
- Ophthalmic services
- Home support
- Home nursing
- Counselling services
- Other services including physiotherapy and chiropody/podiatry services.

If you have any queries about the HAA Card or the general operation of any of the services under the HAA Card please contact the local Hepatitis C Liaison Officer Tel: (091) 775 070

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 such as help with dressing, bathing, etc. You can access this service through your Public Health Nurse or Tel: (091) 546 353

Home Management Advisory Service

The Home Management Advisory Service offers a practical, educational support service on a one-to-one basis through Home Visits and in group settings and community classes targeting marginalised groups e.g. low income families, lone parent families, traveller families, non-national and asylum seekers, families at risk and families with psychiatric problems on matters such as Household Budgeting, Food and Nutrition, Home Making Skills, Personal Development, Health and Safety in the Home, Parenting. Contact can be made at:

Community Services, Seamus Quirke Road, Galway

Tel: (091) 548 402/4/5/6/7

1 Vicar Court, Tuam, Co. Galway

Tel: (093) 28083

Ballinasloe Health Centre, Co. Galway

Tel: (090) 964 6235

Medical Cards and GP Visit Cards

Your Local Health Office deals with applications for Medical Cards, GP Visit Cards and a range of other schemes such as the Drug Payment Scheme, Non-Medical Card Items Scheme, Long-Term Illness Scheme and Mobility Schemes. If you would like to apply or need help in making an application, or if you just want to know what you might be entitled to, call the Medical Card Section on Tel: (091) 546 207

Medical Department

A team of professionals including Doctors (Area Medical Officers), Public Health Nurses and other healthcare professionals can be contacted through your Local Health Office at 25, Newcastle Road, Galway. Tel: (091) 52322

Services provided include:

Paediatric Developmental Assessment, School Medical Services, Child Welfare Protection, School Immunisation. Infectious Disease Surveillance, Detection & Control. Epidemiology of Infectious Diseases. Liaison with HPSC (Health Protection Surveillance Centre) and Department of Public Health regarding infectious diseases. Assessment of Clients for Grants and Allowances. Co-ordination of Services for the Physically Disabled. Co-ordination of Services for the Intellectually Disabled. Co-ordination of Services for the Elderly. Health Education/promotion. Assessment for Long Term Care for Elderly Clients. Nursing Home Inspections and Subvention Application Assessments. Liaison with General Practitioners regarding immunisation schedules, Child Care matters.

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, and then a small number 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.

Psychiatric Services

St. Brigid's Hospital, Ballinasloe, Co. Galway	(090) 964 8400
St. Mary's Hospital, Castlebar, Co. Mayo	(094) 902 1333
Psychiatric Unit, Roscommon County Hospital	(090) 662 6200
Psychiatric Unit, University College Hospital, Galway	(091) 544 458/9/1
Day Hospital, Barrack Street, Loughrea	(091) 847 003
Day Hospital, Hermitage Court, Tuam	(093) 24695
Day Hospital, Brackernagh, Ballinasloe	(090) 964 6258
Day Hospital, Athenry	(091) 845 634
Day Hospital, Dominic Street, Portumna	(090) 975 9885
Day Hospital, Gort	(091) 630 949

(see Child & Family Psychiatry for services for Children)

Training Centres - Galway

Toghermore Community Workshop, Tuam	(093) 24230
Galway Training Centre, Merlin Park Hospital Galway	(091) 775 692
Creagh Training Centre, Ballinasloe	(090) 964 2117
Loughrea Community Workshop	(091) 84 2333

Occupational Therapy

Provides a service to people of all ages with physical and sensory disability. Our aim is to promote and maintain independence in daily living skills and improve/maintain quality of life for clients in the community.

Referrals to the Paediatric services can be made at:

Community O.T Paediatric Dept.,
HSE West, Shantalla Clinic, Galway
Tel: (091) 546 009

Adult Community O.T Services

Unit 10A Merlin Park, Merlin Park Hospital, Galway
Tel: (091) 775 323, 775 324

Seating and Wheelchair Clinic

Unit 10A Merlin Park, Merlin Park Hospital, Galway
Tel: (091) 775 323, 775 324

Older Persons – Hospitals and Homes

The extensive services provided through Respite and Day Care Services, Home Helps and Home Care Packages help to maintain the dignity and independence of the older person as well as providing much needed support to families through placement in a Community Nursing Unit. Information is available from Galway Older Peoples Services at (091) 741 765

St. Brendan's Home, Loughrea	(091) 841 122
St. Francis Home, Newcastle, Galway	(091) 524 574
Aras MacDara, Carraroe	(091) 595 204
Aras Mhuire, Tuam	(093) 24655
St. Anne's Home, Clifden	(095) 21189
District Hospital, Clifden	(095) 213 01
Aras Ronan, Inis Mor	(091) 61068

Ophthalmology

Medical Card holders are entitled to Ophthalmic or Eye Testing Services, which you can access by calling (091) 546 255 or visiting 25 Newcastle Road, Galway.

Palliative Care & Hospice

Palliative Care is provided to people and families in the last days of their terminal illness. It is a sensitive and holistic service, delivered either in Galway Hospice or at home. It is designed to give comfort and dignity to the patient and is primarily concerned with improving and maximizing the quality of living for both patient and family. Palliative Care is seen as complementing and not replacing the care provided by other healthcare professionals in hospital and community settings.

If the patient is at home, a Palliative Home Care Nurse can visit. These nurses work closely with family doctors, and public health nurses, bringing medical care and emotional support to the client in their own home.

Galway Hospice, Renmore, Galway
Tel: (091) 770 868

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 (091) 546 009

Primary Care Unit

The Primary Care Department has responsibility for the development of a comprehensive range of primary care services with particular reference to General Practitioner and Pharmacy Services. These services are consistent with the objective of the National Primary Care Strategy "Primary Care - A New Direction". For further details contact:

The Development Officer, Primary Care Department,
Merlin Park Regional Hospital, Galway
Tel: (091) 775 673; Fax: (091) 770 326

Psychiatric Services

(see Mental Health above)

Public Analyst's Laboratory

Seamus Quirke Road, Galway
Tel: (091) 581 122

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 (see list of Health Centres above) or Tel: (091) 546 341

Registration Services – Births, Deaths & Marriages

25 Newcastle Road, Galway
Tel: (091) 546 1412

Social Inclusion

The aim of Social Inclusion services is to improve access to mainstream and targeted health services, address inequalities in health between social groups and enhance the participation and involvement of socially excluded groups and local communities in the planning, design, delivery, monitoring and evaluation of health services. Social Inclusion services work with the following groups: Homeless people, Minority Ethnic Communities, Asylum Seekers, Refugees, Migrant Workers, Travellers, Drug Users, those from the Lesbian, Gay, Bisexual, Transsexual/Transgender communities, people with problematic and/or dependent alcohol use and persons with HIV/AIDS. Social Inclusion also includes the range of Community Welfare Services. Services can be accessed by contacting your Local Health Office:

25 Newcastle Road, Galway. Tel: (091) 523 122

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, 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. Tel: (091) 546 354

Speech & Language Therapy

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: (091) 546 009

Special Housing Aid for the Elderly Scheme

The Health Service Executive operates this scheme on behalf of the Department of the Environment. The objective of Special Housing Aid for the Elderly Scheme is to improve the living conditions of older people. Application Forms can be obtained by contacting the Special Housing Aid Department on: Tel: (091) 548 412

Travellers' Health Services

The Regional Co-ordinator for Traveller's Health can be contacted at: 4 Windgate, Knockthomas, Castlebar, Co. Mayo
Tel: (094) 904 4234

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Other HSE Services include:

Ambulance and Transport Services

Emergency Tel: 999 or 112

Regional Ambulance Office, St Mary's Hospital, Castlebar, Co. Mayo
Tel: (094) 902 1698

Ambulance Service HQ, Sacred Heart Hospital, Castlebar, Co. Mayo
Tel: (094) 902 1122

Ambulance Service HQ, University College Galway
Tel: (091) 52 47 98

Ambulance Service HQ, Co. Roscommon
Tel: (090) 662 66 66

Hospitals

Local, Regional and National Hospitals are listed here. Unless you are attending A & E because of a genuine emergency, most people visit their GP for advice and referral, before attending Hospital. Outside of office hours, you can access GP's through WestDoc GP Out of Hours Services based at:

Unit 19a Liosbaun Business Park, Tuam Road, Galway

Tel: 1850 365 000

Local Hospitals (Acute/General)

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

National Hospitals

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, 837 7755
Connolly Hospital Blanchardstown, Dublin 15	(01) 646 5000
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