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# your HSE guide

## *North Cork*

North Cork Local Health Office  
Gouldshill House, Mallow  
Tel: (022) 30200



The Local Health Offices are the focus of all community health and personal social services in your local area. Through our Community and Mental Health Services, the North Cork Local Health Office provides a wide range of services either directly, or through Health Centres and other locations listed in this booklet.

## Welcome

I am the Local Health Manager for North Cork.

I am delighted to introduce the Health Service Executive Guide, produced to ensure that you have all the information you need about 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 gives you useful information on how to access services, to ensure that you receive 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, 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, that you keep it somewhere safe in your home and in the event of you needing it, the information will be at hand.

**Ann Kennelly**  
Local Health Manager, North Cork



your HSE guide

## 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](mailto:info@hse.ie)**

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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](http://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](http://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](http://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](http://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](http://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](http://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](http://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 Care 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

Gouldshill House, Mallow  
Tel: (022) 30200

Community Medical Services	(022) 30225
Home Help Services	(022) 30253
Director of Public Health Nursing	(022) 30207
Physiotherapy	(022) 31836
Community Workers	(022) 31825
Continuing Care Placement	(022) 31824
Disability Services	(022) 31855
Immunisation Co-ordinator	(022) 31855
Services for Older People	(022) 31855
Child and Adolescent Psychology Mental Health Service	(022) 31807
Occupational Therapy	(022) 31807
Podiatrist	(022) 31836
Traveller Health	(022) 31841
Dental Services	(022) 30289
Public Health Services	(022) 30200
Speech & Language Therapy	(022) 30294
Immunisation Department	(022) 44952
Appeals Officer	(022) 44944
Child and Adolescent Mental Health Service	(022) 44970

### 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 6pm to 8am on weekdays and from 1pm to 8am on Saturday, Sunday and Bank Holidays.

### 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, 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 Local Health Centre, or call (022) 30200.

### 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. Tel: (022) 54100

### 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. You can contact the Area Medical Officers at (022) 30225/30213/30229.

### Chiropody Services

Chiropody Services are available for Medical Card holders. Appointments can be arranged through your Public Health Nurse. Tel: (022) 30200

### 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 e.g. rent supplement or supplementary welfare allowance. They also advise on entitlements and can offer assistance with filling Department of Social & Family Affairs or health service forms. Contact your CWO at the relevant Health Centre. (See page 18-19).

### 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. You will find a complete list of GPs in the appendices of this booklet.

### 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 or by telephoning the home help service on (022) 30200.

### 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, 14 Fair Street, Mallow on (022) 44900 or your local Community Welfare Officer based at your Local Health Centre. (See page 18-19).

### Occupational Therapy

These services are provided to people who through illness or disability are in need of support or changes to their lifestyle. Occupational Therapists can advise on any changes that may be needed in the home to support a person with special needs, and on activities that will help a person to regain their independence. Call the OT Department on (022) 31807.

### Ophthalmic

Medical Card holders are entitled to Ophthalmic or Eye Testing Services, which you can access by calling (022) 30200.

### Physiotherapy

Community Physiotherapy Services are provided to inpatients of community hospitals, in outpatient departments, in day centres and in domiciliary (home) settings, helping people who have suffered an injury or illness to regain their health or mobility through exercise and movement. Written referrals are accepted from GPs, Public Health Nurses and other healthcare professionals for medical card and long term illness card holders. To contact the Physiotherapy Service call (022) 31836.

### Podiatry (Chiropody) Services

Services are available for medical card holders, referrals can be arranged through your Public Health Nurse, GP or healthcare professional. Attendance at clinic is by appointment only. Tel: (022) 31836.

### Speech and Language Therapy Services

Speech and Language Therapy Services are provided for children and adults who need help developing their speech or who have some communication disorder. Referrals are accepted from parents, carers and health professionals. Tel: (022) 30294

### 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.

Charleville	(063) 89315
Fermoy, Chapel Hill	(025) 31122
Kanturk	(029) 51151
Mallow	(022) 30289
Millstreet	(029) 70928
Mitchelstown	(025) 24672
Newmarket	(029) 60171

### Health Centres in North Cork

Ballydesmond, CWO	(064) 51144
Buttevant, PHN	(022) 23388
Charleville CWO	(063) 81618
Charleville Dental	(063) 89315
Charleville, PHN, Family Resource Centre	(063) 21288/21133/21024
Doneraile, CWO	(022) 44915
Doneraile, PHN	(022) 24442
Fermoy CWO	(025) 32405
Fermoy, Dental	(025) 31122
Fermoy, PHN, Rathealy Road	(025) 49779
Glanworth, PHN	(025) 38111
Kanturk	(029) 20700
Kanturk CWO	(029) 50709
Kanturk, PHN	(029) 50182
Kanturk Physiotherapy Clinic	(029) 50944
Kilworth	(025) 27111
Kiskeam	(029) 50709
Mallow, CWO, Fair Street	(022) 44914/5
Mallow PHN O'Brien Street	(022) 30200
Mallow Podiatry Dept	(022) 31836
Millstreet CWO	(029) 70409
Millstreet Dental	(029) 70928
Millstreet PHN	(029) 70142
Mitchelstown Courthouse CWO	(025) 84238
Mitchelstown Dental	(025) 24672
Mitchelstown PHN	(025) 24563/24805
Newmarket CWO	(029) 60131
Newmarket, PHN	(029) 60532/60750
Rockchapel CWO	(029) 69044

## Registration Services – Births, Deaths & Marriages

9 West End, Mallow  
Tel: (022) 5 02 30

## 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 (North Cork)

Fermoy Community Hospital (St. Patrick's)	(025) 31300
Fermoy Welfare Home	(025) 31304
Kanturk Community Hospital	(029) 50024
Mallow General Hospital	(022) 30300
Millstreet Community Hospital	(029) 70003

### Regional

Bandon Community Hospital	(023) 41403
Bantry General Hospital	(027) 50133
Bantry Hospital Psychiatric Unit	(027) 52970
Cork University Hospital	(021) 454 6400
Castletownbere Community Hospital	(027) 70004
Clonakilty Community Hospital (Mt. Carmel)	(023) 33205
Dunmanway Community Hospital	(023) 45102
Erinville Maternity Hospital	(021) 427 5211
Kinsale Community Hospital	(021) 477 2202
Macroom Community Hospital	(026) 41002
Middleton Community Hospital	(021) 463 5300
Our Lady's Hospital	(021) 454 1901
Schull Community Hospital	(028) 28120
Skibbereen Community Hospital	(028) 21677
St. Finbarr's Hospital	(021) 496 6555
St. Mary's Orthopaedic Hospital	(021) 430 3264
St. Michael's Acute Psychiatric Unit	(021) 427 1971
Youghal Community Hospital	(024) 92106
Youghal Cois Abhann Residential Unit	(024) 92765

### National

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
St Columcille's Hospital, Loughlinstown, Co Dublin	(01) 282 5800
Naas General Hospital, Naas, Co Kildare	(045) 897 221
Hume Street Hospital, Hume Street, Dublin 2	(01) 676 6935/6/7
Royal Victoria Eye and Ear Hospital, Adelaide Road, Dublin 2	(01) 664 4600
Our Lady's Hospital for Sick Children, Crumlin, Dublin 12	(01) 409 6100
National Children's Hospital, Tallaght, Dublin 24	(01) 414 2000
Children's University Hospital, Temple Street, Dublin 1	(01) 878 4200
Coombe Women's Hospital, Dolphin's Barn, Dublin 8	(01) 408 5200
National Maternity Hospital, Holles Street, Dublin 2	(01) 637 3100
The Rotunda Hospital, Parnell Street, Dublin 1	(01) 873 0700

## Hospice Care

Hospice Care is provided to people and 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. For details of this service contact the Director of Public Health Nursing at (022) 30200.

## Counselling

### Community Alcohol & Drug Counselling Services

10 Church St Cork  
Tel: (021) 421 2382

Skibbereen  
Tel: (028) 23456

### Harbour Counselling

Penrose Wharf, Cork  
9.00am to 5pm  
Freephone: 1800 234 116  
Tel: (021) 486 1360

## 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.

### Hospitals and Homes for Older Persons

This is a list of the public nursing homes and long stay facilities in the area. There are also a large number of private nursing homes registered with the HSE. Those based in North Cork are as follows:

#### Hospitals

Kanturk Community Hospital, Kanturk, Co. Cork	029 50024
Millstreet Community Hospital, Millstreet, Co. Cork	029 70003
Fermoy Community Hospital, Fermoy, Co. Cork	025 31300
Fermoy Welfare Home, Rathealy Road, Fermoy	025 31304

#### Nursing Home with Public Beds

Nazareth House, Mallow, Co. Cork	022 21561
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#### Private Nursing Homes (North Cork)

Amberley, Acres, Fermoy (Liam Fitzgerald)	(025) 40900
Bridhaven, Mallow (Paul & Mary Claire Rochford)	(022) 22205
Conna, Mallow (Pat Beecher)	(058) 59876
Corpus Christi, Mitchelstown (Sheila Fraher)	(025) 84844
Fairyhill, Mallow (Monica Enderson)	(022) 42258
Kilmaculla, Carhoo, Kildorrery (Marguerite O Regan)	(022) 25090
Nazareth House, Mallow (Sr. Gabriel O'Riordan)	(022) 21561
Padre Pio, Churchtown (Mary McCabe)	(022) 23789
Resthaven, Meelin, Newmarket (Mrs Alhert)	(029) 68110
St. Marthas, Charleville (Austin Power/Carmel Cronin)	(063) 30750
Strawhall, Fermoy (Malcolm Rice)	(025) 31678
Teach Altra (T. O'Keefe/ Dr Bertie Daly)	(029) 61166
Windmill, Churchtown (Pat Kennedy)	(022) 29076

### Day Care Centres

Buttevant	(022) 23507
Charleville	(063) 81971
Clondara	(025) 32532
Fermoy, Cluain Dara	(025) 33315
Kanturk (Mercy House)	(029) 51161
Mallow	(022) 22398
Mallow St. Marys Alzheimers	(022) 43322
Millstreet	(029) 70926
Mitchelstown, Teomon Uí Caoimh	(025) 84530

## 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 in North Cork.

#### Hospitals

Mount Alvernia Mallow	(022) 21405
St. Stephen's Hospital	(021) 482 1411

#### Day Hospital

St. Stephen's Hospital, Glanmire, Co. Cork	(021) 482 1411
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#### Day Centres

Kanturk, Duhallow Day Care Centre	(029) 51103
Mitchelstown	(025) 84530
Norwood, Mallow	(022) 43846

#### Community Child and Adolescent Mental Health Services

Mallow, Child & Adolescent Mental Health	(022) 44970
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## 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

## Sexually Transmitted Disease Treatment

Sexually Transmitted Disease Treatment Clinic

Victoria Hospital

Tel: (021) 496 6844

AIDS Liaison Nurse STD Clinic

Tel: (021) 432 0450

## Disability Services

### Cork Intellectual Disability & Autism Services

Area Headquarters Blackpool (021) 492 7104

COPE Foundation, Cork (021) 450 7131

Grove House St. Mary's Orth Cork (021) 430 3264

(public phone) (021) 430 3076

St. Joseph's Foundation, Charleville, Co. Cork (063) 89252

Regional Autism Service, Togher, Cork (021) 4347087

Youghal St Raphael's (024) 92422/92342

Youghal Bawnard Ind Training (024) 92422

Youghal Links Co-op (024) 93971

### Physical and Sensory Services

Amputee Ireland, Cork (021) 435 8191

Asthma Society of Ireland (01) 878 8511

Brainwave/Irish Epilepsy Association – Cork (021) 427 4774

Brainwave/Irish Epilepsy Association – Kerry (066) 711 9507

Cork Association for the Deaf (021) 450 5944

Cheshire Ireland – Cork (021) 486 6633

Cheshire Ireland – Kerry (066) 35606

Cleft Lip & Palate Association (01) 802 6948

Cleft Lip & Palate (021) 487 3620

Coeliac Society of Ireland – Cork (026) 46060

Cystic Fibrosis Association of Ireland – Cork (021) 487 0675

Cystic Fibrosis Association of Ireland – Kerry (066) 915 2341

Diabetes Federation of Ireland (Southern) (021) 427 4229

Disability Federation of Ireland (021) 427 4229

Doorway to life, Abode (021) 435 7606

Dyspraxia/DCD Association – Cork (021) 733 2354

Dystonia Ireland (01) 492 2514

Enable Ireland – Cork & Kerry (021) 429 4803

Fibromyalgia Support Group – Cork (021) 432 0201

Fibromyalgia Support Group – Kerry (066) 713 7288

Fighting Blindness – Cork (021) 450 9405

Forum of People with Disabilities (01) 878 6077

Friedreich's Ataxia Society of Ireland (01) 289 4788

Headway Ireland (021) 487 1303

Irish Deaf Society (01) 860 1878

Irish Guide Dogs for the Blind (021) 487 8200

Irish Heart Foundation – Cork (021) 450 5822

Irish Kidney Association – Cork (021) 488 4136

Irish Motor Neurone Disease Association (01) 873 0422

Irish Raynauds & Scleroderma Society (01) 235 0900

Irish Wheelchair Association – Cork	(021) 435 0282
Irish Wheelchair Association – Kerry	(066) 718 0154
Kerry Deaf Resource Centre	(066) 712 0399
Migraine Association of Ireland	(01) 806 4121
Multiple Sclerosis Society of Ireland – Cork	(021) 430 0001
Multiple Sclerosis Society of Ireland – Kerry	(064) 20650
Muscular Dystrophy Ireland – Cork & Kerry	(021) 434 8442
National Association for Deaf People – Cork	(021) 482 2742
National Association for Deaf People – Kerry	(064) 20052
National Council for the Blind – Cork	(021) 4271020
National Council for the Blind – Kerry	(066) 712 2223
Peter Bradley Foundation – Lisa Spogler	(086) 172 0744
Peter Bradley Foundation – Lucia Power	(086) 384 6034
Post Polio Support Group – Cork	(021) 484 7313
People with Disabilities in Ireland (PWDI) Cork County Network	(021) 455 1986
People with Disabilities in Ireland (PWDI) Kerry Network	(066) 718 0611
Spinal Injuries Ireland	(01) 235 5317
Spina Bifida & Hydrocephalus Assoc	(086) 155 1596
Tinnitus Support Group – Cork	(021) 450 5944
Association for Welfare of Children in Hospital	(021) 434 2891

## Special Projects and Social Inclusion Services

### Suicide Helpline

Confidential advice and support for those who are feeling suicidal.  
Open 6-10pm 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

A free service for under 25s.  
73 Shandon Street, Cork City  
Tel: (021) 422 04 90/1  
Email: YHS@mailp.hse.ie

### Farm & Rural Stress Helpline

Confidential advice and support for people living in a rural area.  
Open daily from 6-10pm.  
Freephone: 1800 742 645  
Email: farmandruralstress@mailp.hse.ie

## Asylum Seekers

Centre for North Cork Asylum Seekers is based at:  
Lakeside House, Drishane Castle, Millstreet, Co. Cork.  
The contact number for the Community Welfare Officer is (029) 70503 and the Public Health Nurse is (029) 70395

## Environmental Health

St. Joseph's Rd., Mallow  
Tel: (022) 44920

## 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 Officer: (022) 44944 or 1850 742 000

## Freedom of Information

The HSE is covered by the Freedom of Information Act, 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. To make a request for a record to be released under this Act, call 1850 742 000.

## APPENDIX 1 – General Practitioners

### Central Sector

Brennan, Kevin	The Red House Surgery, Mallow	(022) 21478
Carroll, Thomas	15 Beecher Street	(022) 21551
Casey, Harry	15 Beecher Street	(022) 21551
Christopher, William	8 West End, Mallow	(022) 21508
Condon, John F. (Barry) Doneraile		(063) 81783
Frankel, Robert M.	Doneraile	(022) 24146
Goodhall, Vanessa	The Red Hse Surgery, Mallow	(022) 21478
Heffernan, Tony	Glantane, Mallow	(022) 21579
Huisman, Lydia	New Road Surgery, Castletownroche	(022) 26410
Hyde, Elizabeth	Cork Road Clinic, Mallow	(022) 21579
Joyce, Peter	Charleville Family Practice Rathgoggin, Charleville	(063) 89111

Kelliher, Catherine	Caherduggan, Doneraile	(022) 24239
Kennedy, Michael	Old School House Surgery, Kanturk Road, Buttevant	(022) 23236
Leader, Leonard A.	Boherbue, Mallow	(029) 76003
Molloy, Thomas	Newline, Charleville	(063) 89454
Moloney, David P.	The Red House Surgery, Mallow	(022) 21478
Mulcahy, Kevin	Lombardstown, Mallow	(022) 47280
O'Donnell, Elizabeth	Broadford, Charleville	(063) 84004
O'Flynn, Mary	Carmichael St., Mallow	(022) 51992
O'Grady, Michael	15 Beecher Street, Mallow	(022) 21551
O'Riordan, Patrick	15 Beecher Street, Mallow	(022) 21551
Power, Deirdre	The Laurels, Castlepark, Mallow	(022) 20134
Walsh, John	Medical Centre, Old Limerick Road, Charleville	(063) 89250

#### Eastern Sector

Beecher, Rosemary	The Surgery, Conna	(058) 59278
Burke, Patrick	The Fermoy Clinic, McCurtain St., Fermoy	(025) 31929
Carr, Brian	2 Robert St., Mitchelstown	(025) 84696
Collins, Carol	The Fermoy Clinic, McCurtain St., Fermoy	(025) 32734
Gaffney, Elma	Georges St., Mitchelstown	(025) 84453
Gorman, Martin	The Fermoy Clinic, McCurtain St., Fermoy	(025) 33133
Griffin, John	Health Centre, Kildorrery	(025) 24354
Herlihy, Declan	Georges St., Mitchelstown	(025) 24403
Keane, Timothy J.	5 Church Place, Fermoy	(025) 36666
McCarthy, Peter B.	The Fermoy Clinic, McCurtain St., Fermoy	(025) 33599
McCarthy, Ann	The Park Clinic, Fermoy	(025) 33233
McCarthy, Charles	The Park Clinic, Fermoy	(025) 33233
Moran, Joseph	The Fermoy Clinic, McCurtain St., Fermoy	(025) 32734
Murray, Dympna	4 St. James Place, Fermoy	(025) 33711
O'Callaghan, Thomas	New Square Medical Centre Mitchelstown	(025) 24554
O'Connor, Thomas F.	New Square Medical Centre, Mitchelstown	(025) 24554
O'Grady, Deirdre	The Fermoy Clinic, McCurtain St., Fermoy	(025) 32734

#### Western Sector

Bourke, John Owen	Scarteen, Newmarket	(029) 60461
Casey, Michael	Tullig, Millstreet	(029) 70051
Daly, Bartholomew J.	High Street Medical Centre, Newmarket	(029) 60636
Dillon, Stephen	Clara Medical Centre, Millstreet	(029) 70124
Feeley, Michael	Tullig, Millstreet	(029) 70051
Kealy, James	Egmont, Kanturk	(029) 50232
Lyons, Cormac	Strand Street, Kanturk	(029) 50353
Payne, Brendan	High Street Medical Centre, Newmarket	(029) 60636
Smith, Marion E	Egmont, Curragh, Kanturk	(029) 50232