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your HSE guide

Dún Laoghaire

Dún Laoghaire Local Health Office
Tivoli Road, Dún Laoghaire, Co. Dublin
Tel: (01) 284 3579/236 5200



The Local Health Office is the central focus of all community health and personal social services in your local area. Dún Laoghaire Local Health Office looks after the communities of Dún Laoghaire, Booterstown, Blackrock, Dún Laoghaire, Monkstown, Stillorgan, Sallynoggin, Dalkey, Foxrock, Killiney, Cabinteely, Shankill, & Loughlinstown and provides a wide range of services either from the Local Health Office on Tivoli Road, or through the Health Centres and other locations listed in this booklet.

Welcome

I am the Local Health Manager for Dún Laoghaire, which covers South County Dublin from Shankill to Booterstown.

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 your 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 on your entitlements to 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 at Tivoli Road, and don't hesitate to phone or to call to your public office if you need information and/or services.

Jim Ryan
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.

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

Tivoli Road, Dún Laoghaire, Co. Dublin
Tel: (01) 284 3579/236 5200

GP Out of Hours Service

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

Out of Hours Service

DL DOC, St. Michael's Hospital, Dún Laoghaire, Co. Dublin
Mon-Fri 6pm-10pm, Sat-Sun 10am-6pm
Tel: (01) 663 9869 Fax: (01) 663 9870

EAST DOC, St. Vincent's Hospital, Elm Park, Dublin 4
Mon-Fri 6pm-10pm, Sat-Sun 10am-6pm
Tel: (01) 221 4021 Fax: (01) 209 4026

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, or call (01) 284 3579.

Social Work

The Social Work Team in the Local Health Office is responsible for providing support to children and families in this community. 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: (01) 280 8403

Child Health

Area Medical and Nursing Teams visit schools in the area to give vaccinations like the MMR, Meningitis C, Rubella etc. Area Medical Officers and Public Health Nurses 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 (01) 284 3579.

Chiropody Services

Chiropody Services are available for Medical Card holders. Appointments can be arranged through your Public Health Nurse. Tel: (01) 284 3579

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 your area, call (01) 284 3579.

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 local Home Help Organisers.

GP Visit Cards and Medical Cards

Your Local Health Office deals with 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 (01) 284 3579.

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 Occupational Therapy Department on (01) 284 3579.

Ophthalmic

Medical Card holders are entitled to Ophthalmic or Eye Testing Services, which can be accessed by calling (01) 284 3579.

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 (01) 284 3579.

Speech and Language Therapy Services

Speech and Language Therapy Services are provided for children and adults who need help developing their speech or who have had difficulty in this area. Tel: (01) 282 2122

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.

Our Lady's Clinic, Patrick Street, Dún Laoghaire, Co. Dublin
Tel: (01) 280 8403

Meadowwale, Clonkeen Road, Blackrock, Co. Dublin
Tel: (01) 289 6195

Loughlinstown Drive, Loughlinstown, Co. Dublin
Tel: (01) 282 2122

George's Avenue, Blackrock, Co. Dublin
Tel: (01) 288 8423

St. Brigid's, Church Road, Stillorgan, Co. Dublin
Tel: (01) 217 2918

Orthodontic Service

Orthodontic Unit, St. Columcille's Hospital, Loughlinstown, Co. Dublin
Tel: (01) 200 5240

Health Centres**Blackrock Health Centre**

George's Avenue, Blackrock, Co. Dublin
Tel: (01) 288 2980/8423/5406

Cabinteely Health Centre

Meadowvale, Clonkeen Road, Cabinteely, Co. Dublin
Tel: (01) 289 6195/6197

Dalkey Health Centre

Kilbegnet Close, Dalkey, Co. Dublin
Tel: (01) 285 9291/9233

Dún Laoghaire Health Centre

Centenary House, York Road, Dún Laoghaire
Tel: 01 280 3335

Our Lady's Clinic Patrick Street (Dental/Social Work)

Dún Laoghaire, Co. Dublin
Tel: (01) 280 8403

Loughlinstown Health Centre

Loughlinstown Drive, Loughlinstown, Co. Dublin
Tel: (01) 282 2122/2463

Sallynoggin Health Centre

Upper Glenageary Road, Sallynoggin, Co. Dublin
Tel: (01) 280 0786/6754

Shankill Health Centre

Lower Road, Shankill, Co. Dublin
Tel: (01) 282 0344

Stillorgan Health Centre

St. Brigid's, Church Road, Stillorgan, Co. Dublin
Tel: (01) 217 2918

Registration Services – Births, Deaths & Marriages**Wicklow Service:**

Glenside Road, Wicklow Town, Co. Wicklow
Tel: (0404) 68 400

Dublin Service:

Joyce House, 8-11 Lombard Street East, Dublin 2
Tel: (01) 671 1968

Kildare Service:

Unit 5, Monread Leisure Complex, Monread, Naas, Co. Kildare
Tel: (045) 887 660

Office of the Registrar of Civil Marriages**Wicklow Service:**

Glenside Road, Wicklow Town, Co. Wicklow
Tel: (0404) 68 400

Dublin Service:

Lower Grand Canal Street, Dublin 2
Tel: (01) 678 7114/5

Kildare Service:

Unit 5, Monread Leisure Complex, Naas, Co. Kildare
Tel: (045) 887 660

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, Mon-Fri 6pm-10pm, Sat-Sun 10am-6pm.

Tel: (01) 663 9869. Fax: (01) 663 9870

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 5/6/7
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.

Our Lady's Hospice, Harold's Cross, Dublin 6 West

Tel: (01) 406 8700

Blackrock Hospice, Blackrock, Co. Dublin

Tel: (01) 206 4000

National Counselling Service

The National Counselling Service is a community based service for adults who were hurt by childhood abuse in Ireland. Contact details are as follows:

AVOCA Counselling Service

5 Sussex Street, Dun Laoghaire, Co. Dublin

Tel: 1800 234 111

ALBA Counselling Service

2 McElwain Terrace, Newbridge, Co. Kildare

Tel: 1800 234 112

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.

Home Improvement Scheme

Eastern Community Works, Emmet House,

138-140 Thomas Street, Dublin 8

Tel: (01) 677 8218

Hospitals and Homes for Older Persons

Brú Chaoimhín, Cork Street, Dublin 8	(01) 415 6500
Cherry Orchard Hospital, Ballyfermot, Dublin 10	(01) 626 4702
Meath Community Unit, Meath Hospital, Dublin 8	(01) 707 7900
Bellvilla Community Unit, 129 South Circular Road, Dublin 8	(01) 454 8033
St. Brigid's Home, Crooksling, Brittas, Co. Dublin	(01) 458 2123
Clonskeagh Hospital, Vergemount, Clonskeagh, Dublin 6	(01) 269 7877
Baggot Street Hospital, Baggot Street, Dublin 4	(01) 669 9300
Coiscéim, Tivoli Road, Dún Laoghaire, Co. Dublin	(01) 280 4141
Connolly Hospital, Blanchardstown, Dublin 15	(01) 646 5000
St. Mary's Hospital, Phoenix Park, Dublin 20	(01) 625 0300
Cuan Ros Unit for the Elderly, Navan Road, Dublin 7	(01) 868 6012
Dalkey Community Unit for Older Persons, Kilbegnet Close, Dalkey, Co. Dublin	(01) 235 3200
St. Clare's Home, Ballymun, Dublin 9	(01) 837 3619
Seanchara Community Unit, St. Canice's Road, Dublin 11	(01) 837 3726

St. Monica's Home, Belvedere Place, Dublin 1	(01) 855 7523
Clarehaven, St. Canice's Road, Ballygall, Dublin 11	(01) 837 2409
Ashgrove House, Navan Road, Dublin 7	(01) 838 2277
St. Colman's Hospital, Rathdrum, Co. Wicklow	(0404) 46 109
Wicklow District Hospital, Wicklow town, Co. Wicklow	(0404) 67 108
Psycho-Geriatric Unit, Newcastle Hospital, Greystones, Co. Wicklow	(01) 280 4141
Baltinglass District Hospital, Co. Wicklow	(059) 648 1255
Drogheda Memorial Hospital/St. Brigid's Hospice, The Curragh, Co. Kildare	(045) 441 270
Maynooth Community Care Unit, Leinster Street, Maynooth, Co. Kildare	(01) 610 6351
St. Vincent's Hospital, Athy, Co. Kildare	(059) 863 1614

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:

Cluain Mhuire Family Centre, Newtown Park Avenue, Blackrock, Co. Dublin	(01) 217 2100
St. John of God Hospital, Stillorgan, Co. Dublin	(01) 288 1781
Newcastle Hospital, Greystones, Co. Wicklow	(01) 281 9001
Jonathan Swift Clinic, St. James's Hospital, St. James's Street, Dublin 8	(01) 410 3000
Department of Psychiatry, the Adelaide and Meath Hospital Dublin, incorporating the National Children's Hospital, Tallaght, Dublin 24	(01) 414 2000
Clonskeagh Hospital, Vergemount, Dublin 6	(01) 269 7877
Glenmalure Day Hospital, Milltown Road, Dublin 6	(01) 283 0388
Irishtown Day Hospital, 1A Irishtown Road, Ringsend, Dublin 4	(01) 668 3897
Ringsend Day Care Centre, Thorncastle Street, Ringsend, Dublin 4	(01) 668 8284
National Forensic Service, Central Mental Hospital, Dundrum, Dublin 16	(01) 298 9266

Community Child and Adolescent Psychiatry Services

Lucena Clinic, 59 Orwell Road, Rathgar, Dublin 6
Tel: (01) 492 3596

Psychiatry of Later Life

Department of Old Age Psychiatry, Carew House, St. Vincent's University Hospital, Dublin 4
Tel: (01) 209 4884

Addiction Services

Drugs/HIV Helpline, Freephone: 1800 459459

Centenary House, York Road, Dún Laoghaire, Co. Dublin	(01) 280 3335
Counselling Services, Centenary House, York Road, Dún Laoghaire, Co. Dublin	(01) 280 3335
Arklow Community Addiction Team, 9A Upper Main Street, Arklow, Co. Wicklow	(0402) 33 577
Detoxification Centre, Cuan Dara, Cherry Orchard Hospital, Ballyfermot, Dublin 10	(01) 620 6050

Rehabilitation Centres

Soilse, 6-7 North Frederick Street, Dublin 1	(01) 872 4535
Saol, Amiens Street, Dublin 1	(01) 855 3391
Keltoi, c/o St. Mary's Hospital, Phoenix Park, Dublin 20	(01) 620 0040

Drug Treatment Centres

National Drug Treatment Centre, Trinity Court, Pearse Street, Dublin 2	(01) 677 1122
Baggot Street Drug Treatment Centre, Haddington Road, Dublin 4	(01) 660 2189
Patrick Street Drug Treatment Centre, 99 Patrick Street, Dún Laoghaire, Co. Dublin	(01) 280 8472
Killarney Road Drug Treatment Centre, Bray, Co. Wicklow	(01) 276 2918

Education and Prevention

Centenary House, York Road, Dún Laoghaire, Co. Dublin	(01) 280 3335
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Mobile Needle Exchange

(Dún Laoghaire/Rathdown, South East Dublin and North, South & East Wicklow)
Tel: (087) 251 0449

Alcohol Services

Baggot Street Community Alcohol Treatment Unit, (01) 669 9300
 Baggot Street Hospital, Baggot Street, Dublin 4

Lincara Centre, Boghall Road, Bray, Co. Wicklow (01) 286 2345

Special Projects and Social Inclusion Services**Women's Health Project for Women Working in Prostitution**

Baggot Street Clinic, 19 Haddington Road, Dublin 4

Tel: (01) 660 2189

Women's Health Unit

Third Floor, Park House, North Circular Road, Dublin 7

Tel: (01) 882 3464

Gay Men's Health Project

Baggot Street Clinic, 19 Haddington Road, Dublin 4

Tel: (01) 660 2189

Public HIV Testing

Baggot Street Clinic, 19 Haddington Road, Dublin 4

Tel: (01) 660 2189

Family Welfare Conference,

24 Lower Baggot Street, Dublin 4

Tel: (01) 676 0835

Asylum Seekers Services

Reception Centre, Kilmacud House,
 Upper Kilmacud Road, Stillorgan, Co. Dublin
 (screening service provided)

Tel: (01) 278 6090

Asylum Seekers Unit

77 Upper Gardiner Street, Dublin 1

Tel: (01) 858 5100

Social Work Department

Baggot Street Hospital, Dublin 4

Tel: (01) 669 9300

Social Work Department

Sir Patrick Dun's Hospital,

Lower Grand Canal Street, Dublin 2

Tel: (01) 647 7000

Homeless Services**Emergency Accommodation**

Homeless Persons' Unit – Men, 149 St. James's Street, Dublin 8

Homeless Persons' Unit – Women and Families,

16-19 Wellington Quay, Dublin 2

Freephone: 1800 724 724

ACCESS – Mental Health Team for Homeless People

Parkgate Hall, 6-9 Conyngham Road, Dublin 18

Tel: (01) 703 6158

Multi-Disciplinary Primary Care Team for Homeless People

Parkgate Hall, 6-9 Conyngham Road, Dublin 18

Tel: (01) 703 6100

Vocational Assessment and Rehabilitation Service

Eastern Vocational Enterprises Ltd, Emmet House,
 138-140 Thomas Street, Dublin 8

Tel: (01) 671 9664

Disability Services

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 appropriate Community Services office – Tivoli Road. Tel: (01) 284 3579

Regional Autism Services

Beechpark Service,
Bryan S. Ryan Building, Main Road, Tallaght, Dublin 24
Tel: (01) 463 2210

Occupational Training Support Services

Baggot Street Hospital, Baggot Street, Dublin 4
Tel: (01) 669 9300

Services for the Deaf

National Association for Deaf People
35 North Frederick Street, Dublin 1
(01) 872 3800

Unit G-H, Exchange Hall, Tallaght, Dublin 24
Tel: (01) 462 0377

Hearing Services

Sheaf House, Exchange Hall, Tallaght, Dublin 24
Tel: (01) 463 5260

44 North Great George's Street, Dublin 1
Tel: (01) 874 7726

Services for the Visually Impaired

National Council for the Blind of Ireland,
Whitworth Road, Drumcondra, Dublin 9
Tel: (01) 830 7033

Solas Centre,
Unit 8, Oakfield Road, Clondalkin, Dublin 22
Tel: (01) 405 6950

Environmental Health

Food and Tobacco Control

Blanchardstown Corporate Park, Blanchardstown, Dublin 15	(01) 809 8300
Civic Offices, Tallaght, PO Box 4122, Dublin 24	(01) 414 9000
12 Northumberland Avenue, Dún Laoghaire, Co. Dublin	(01) 271 5012
Civic Offices, Wood Quay, Dublin 8	(01) 697 6111
8 Corrig Avenue, Dún Laoghaire, Co. Dublin	(01) 280 2566
Glenside Road, Wicklow Town, Co. Wicklow	(0404) 68 400
St. Brendan's Hospital, Rathdown Road, Grangegorman, Dublin 7	(01) 454 2087

Specialist Services

Port Health, Hygiene, Education, Communicable Diseases,
Tobacco Control, Pre-School Services and Food Standards:

Blanchardstown Corporate Park, Dublin 15
Tel: (01) 809 8300

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.

Unit 1, Bridgecourt Office Park, Walkinstown Avenue, Dublin 12
Tel: (01) 460 9300

Freedom of Information

The HSE is covered by the Freedom of Information Act 1997 and 2003, 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, contact:

Freedom of Information Decision Maker,
HSE Offices, Tivoli Road, Dún Laoghaire, Co. Dublin
Tel: (01) 284 3579

Administrative Access

The Health Service Executive supports the right of an individual to access information held about him/her by a health agency, consistent with the right to privacy and the public interest. All administrative access applications must be made in writing and forwarded to the relevant Head of the Department where the record is held. Where access to a record cannot be provided the applicant will be informed of this and advised of the option of making an application under the Freedom of Information Act. Likewise, certain information may be of such a sensitive nature that requests for access will only be dealt with under the Freedom of Information legislation.