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Deputy Clare Daly
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PQ ref 54312/18

To ask the Minister for Health if the crisis pregnancy helpline will be accessible to deaf women; if data protection legislation will prevent third parties from accessing the helpline on behalf of deaf women; and if he will make a statement on the matter.

Dear Deputy Daly,

The HSE My Options website includes information about the Irish Remote Interpreting Service (IRIS). This service can support Irish Sign Language users with their call to My Options by providing a live video-link to an Irish Sign Language interpreter. Irish Sign Language users can book an appointment with IRIS online (<https://iris2.gettimely.com>). This service is free of charge for those who need it.

The Sign Language Interpreting Service (SLIS) can arrange sign language interpreters for GP and primary care appointments for Deaf people with medical cards or GP visit cards.

All HSE-funded face-to-face crisis pregnancy counselling agencies are person centred which allows them to meet the counselling and information needs of people with extra support needs.

Work has commenced to scope the implementation of a live chat service on myoptions.ie.

If a third party is contacting the helpline on behalf of someone else and is seeking information such as signposting to GPs/ other supports then My Options will provide such information on this basis. My Options will not share personal details of a client with a third party or confirm an individual's engagement with the service to a third party.

Yours Sincerely

Helen Deely
Programme Lead, Sexual Health and Crisis Pregnancy