

22nd June 2021

Deputy Róisín Shortall
Dáil Éireann
Kildare Street
Dublin 2

PQ 21307/21 “To ask the Minister for Health if contact tracing calls are recorded; if so, the reasoning for same; and if he will make a statement on the matter.”

Dear Deputy Shortall,

I refer to the above Parliamentary Question which has been referred by the Minister for Health to the Health Service Executive for direct response. We have not been in a position to issue our response until now due to the Cyberware attack on our systems but please now see below information.

We currently do not have call recording in place in Contact Tracing Centres (CTCs). We are currently looking at how we might introduce call recording as part of the Contact Management Programme's quality improvement plan. This would assist us with ensuring that we are delivering a consistently high quality service across all our CTCs and improve staff training and development.

We are currently working with the HSE's Data Protection Office and other internal parties to see how this might be progressed. We will make a decision on whether or not to implement this change in due course.

I trust this addresses your question.

Yours sincerely,



Dr. Stephanie O'Keeffe
National Director, Strategic Planning and Transformation & Covid-19 Contact Management Programme (CMP)
Covering for Niamh O'Beirne, National Lead Testing and Tracing