



**Bainisteoir Gnó
An Roinn Cumarsáide**

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**Business Manager
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Deputy **Patricia Ryan**

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PQ 18540/22

4th May 2022

Dear Deputy Ryan

To ask the Minister for Health if he will report on the efforts by his Department to improve the supports available to provide alternatives to online access to public services; and if he will make a statement on the matter.

The HSE has a helpline for the general public called HSELive. HSELive offer a range of services to the public, via phone, email, and text messages.

The services offered are general information for the public and health care professionals in relation to Covid 19, Covid 19 Vaccine, and all other health care services. Staff on the line are happy to explain and give advice to the public about services available or where they can get more information to specific queries. The service can send the caller, through the postal system, paper application forms in English and Irish where applicable. Application forms that are frequently sent by post include Medical Card application forms, European Health Insurance card application forms, Fair Deal booklets and application forms, Drug Payment/Refund application forms, Long Term Illness application forms, as well as information in relation to health promotion such as Quit information, Mental Health information, Diabetes Management information etc.

In relation to Covid 19 the team in HSELive can help members of the public who wish to report their positive antigen test and do not have access to the internet, or wish to book a Covid 19 PCR test or want information in relation to their Covid 19 queries.

HSELive also provide services to the public for Covid 19 vaccine queries, the team are happy to answer queries, help people to register for their vaccine, arrange an appointment or cancel an appointment if needed.

HSELive can be contacted by phoning 1800 700 700 and is open 8am to 8pm Monday to Friday and 9am to 5pm Saturday and Sunday and Bank Holidays.

I trust this addresses your question. If I can be of any further assistance, please do not hesitate to contact me.

Carmel Cullen

General Manager - HSELive

Communications Division.