



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

24th January 2022

Deputy Peadar Toibin,
Dáil Éireann
Leinster House
Dublin 2.

Rannan na nOspideil Ghearmhíochaine
Aonad 4A – Áras Dargan
An Ceantar Theas
An Bothar Mileata
Cill Mhaighneann
BÁC 8

Acute Operations
Health Service Executive
Unit 4A - The Dargan Building
Heuston South Quarter
Military Road
Kilmainham
Dublin 8.

PQ 1743/22* To ask the Minister for Health the hospitals that allow patients to confirm appointments by text or email; and his views on whether confirming appointments by phone call is logical at a time when there are not enough staff to man the phones”.

Dear Deputy Toibin,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response.

Response

Over the past number of years there has been ongoing development in the use of SMS for patient engagement which has proven to be effective and successful. In order to respond to your query, we have liaised with the The Office of the Chief Information Officer (OCIO). The OCIO have advised that they are currently implementing a two-way patient SMS system for hospitals ensuring that patients are reminded of their appointment and asking them to reply letting hospitals know if they

can/can't attend their appointment. This will replace current one-way SMS systems used for appointment reminders, providing patients with an easier method to confirm or reschedule their appointment. It will also be deployed to hospitals that do not currently have any IT solutions for SMS. The system is scheduled for delivery to the HSE in Q1 2022, with extensive testing following so the first hospital is expected to start using it in Q3 2022. The OCIO have also provided some further detail in the table below in terms of what sites currently use SMS to engage with patients.

I trust that this answers your question.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Trish King', written over a horizontal line.

Trish King
General Manager
Acute Operations

Details of sites who have SMS solution in place provided by the OCIO Jan 2022.

Group	Hospital	SMS
Childrens Hospital	OLCHC	Yes
Childrens	TSCUH	Yes
DMHG	Coombe	Yes
DMHG	St. James'	Yes
DMHG	Tallaght	Yes
DMHG	SLRON	No
DMHG	Tullamore	Yes
DMHG	Portlaoise	Yes
DMHG	Naas	Yes
IEHG	Cappagh	Yes
IEHG	Mater	Yes
IEHG	NMH	Yes
IEHG	RVEEH	Yes
IEHG	St. Michael's, Dun Laoghaire	Yes
IEHG	SVUH	Yes
IEHG	Mullingar	Yes
IEHG	Wexford	No
IEHG	Kilkenny	No
IEHG	Loughlinstown	Yes
IEHG	Navan	Yes
RCSI	Beaumont	Yes
RCSI	Rotunda	Yes
RCSI	Connolly	Yes
RCSI	Drogheda	Yes
RCSI	Louth	Yes
RCSI	Cavan / Monaghan	No
Saolta	Galway UH	Yes
Saolta	Portiuncula	Yes
Saolta	Roscommon	Yes
Saolta	Castlebar	Yes
Saolta	Sligo	Yes
Saolta	Letterkenny	No
SSWHG	Mercy	Yes
SSWHG	SIVUH	No
SSWHG	Cork University Hospital/Cork University Maternity Hospital;	No
SSWHG	Waterford	No
SSWHG	Kerry	No
SSWHG	South Tipperary	No
SSWHG	Bantry	No
SSWHG	Mallow	No
SSWHG	Kilcreene Orthopaedic	No
UHLG	St. John's	Yes

UHLG	UHL, Ennis, Nenagh, Croom, Limerick Maternity	Yes
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