



Bainisteoir Gnó
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Deputy Pa Daly

8th February 2022

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Dear Deputy Daly

PQ Number: 3036/22

To ask the Minister for Health if he will approve additional resources for HSE Covid-19 helplines during the period of high demand; if he will implement a waiting system that advises the user of their place in the queue; and if he will make a statement on the matter.

HSELive is the call centre for COVID 19 general queries and COVID 19 Vaccine related queries. There is a separate call centre for Digital Covid Certificates which is managed by the Department of Health.

The HSE COVID 19 call centre was very busy during the month of January due to the high number of Covid 19 cases in the country at that time, handling 222k calls. We did increase our resources during this time as well as introducing a number of self-service options. The HSE is implementing further self-service options at the moment and other improvements to the IVR which will improve the customer experience at peak times.

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

Mary Brodie

Communications Division.