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Deputy Mattie McGrath
Dail Eireann
Leinster House
Kildare Street
Dublin 2

16th February 2022

PQ ref: 62984/21

Question: *To ask the Minister for Health the way information arising from calls to the HSE MyOptions service is recorded; the way records are kept by the counsellors; and the way this information is stored*

Deputy McGrath,

Thank you for your question to the Minister for Health, which was forwarded to my office to respond to you directly.

MyOptions offers non-directive counselling and information for people experiencing an unplanned pregnancy. Information is available about all options, including continued pregnancy supports and abortion services.

Calls to the MyOptions information and support service are not recorded or transcribed. Demographic details which are gathered from callers are recorded in monthly statistics, however no identifying information is retained. This is in line with the data collection protocol for the service.

Client files are kept for service users who chose to engage in counselling sessions following on from an initial contact with the MyOptions support service. Counselling notes and registration forms are retained for 7 years and are then destroyed in line with the service's personal data retention and disposal policy. Written notes are stored in a locked filing cabinet and shredded after 7 years. Electronic notes are password protected and permanently deleted after 7 years.

Yours Sincerely

A handwritten signature in black ink that reads 'Maeve O'Brien'.

Maeve O'Brien
Interim Programme Lead
Sexual Health & Crisis Pregnancy Programme