



Oifig an Phríomhoifigigh Airgeadais
Feidhmeannacht na
Seirbhíse Sláinte
Seomra 125, Ospidéal
Dr. Steevens
BÁC 8

Office of the Chief Financial Officer
Health Service Executive
Room 125, Dr Steevens
Hospital
Dublin 8

24th March 2022

Deputy David Cullinane TD,
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.

Re PQ 12326 22: *To ask the Minister for Health the amount recovered through the use of debt collectors and or debt collection agencies in respect of the collection of fees and charges on patients attending hospital groups managed by the HSE in each of the years 2017 to 2021, in tabular form; and if he will make a statement on the matter.*

Dear Deputy Cullinane,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Questions, which you submitted to the Minister for Health for response. Your PQ's above have been referred to me for response.

HSE policy and procedures for debt collection are covered by NFR 25(National Financial Regulations) which is available to view on the HSE website on the link below:

<https://www.hse.ie/eng/staff/resources/financial%20regulations/nfr25.pdf>

Debt collection is managed at a local hospital level. If any patient has difficulty paying a hospital bill the regulations allow for the hospital and the patient to agree an instalment arrangement. We would advise they contact their hospital directly to discuss this on a one to one basis.

In relation to your request for "*the amount recovered through the use of debt collectors and or debt collection agencies in respect of the collection of fees and charges on patients attending hospital groups managed by the HSE in each of the years 2017 to 2021*", I regret to inform you that this data is not captured centrally within the HSE and is therefore not available.

The shortcomings in the HSE legacy financial systems are well acknowledged and their replacement by a single standard financial system for the Health Sector is at the core of the Finance Reform programme initiated by the Department of Health.

The HSE seeks to maximise the recovery of income in a socially responsible, ethical, efficient and cost effective way. It should be noted that the collection of monies owed is a continuous, daily and large scale process.

If you have any queries, please do not hesitate to contact me at or tel: 087 9423319.

Yours sincerely

Sarah Anderson

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