



9<sup>th</sup> March 2022

Deputy Pa Daly,  
Dáil Éireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

**PQ 13063/23 - To ask the Minister for Health if shipping and postage costs for hearing aids and related items will be free for medical card holders; and if he will make a statement on the matter.**

- Pa Daly

Dear Deputy Daly,

The Health Service Executive (HSE) has been requested to reply directly to you in the context of the above Parliamentary Question (PQ 13063/22), which you submitted to the Minister for Health for response.

The HSE Community Audiology Service offers a range of options for hearing aid repairs and maintenance, including the following:

1. Booked repair appointments at HSE Community Audiology Services. Further information relating to the location of audiology centres nationwide can be found on the HSE website:  
<https://www2.hse.ie/services/audiology/audiology-centres-across-ireland.html>
2. Walk-ins (no-appointment required) repairs at the National Repair Service in Grangegorman.
3. Postal repair/Drop-off repairs

Patients who choose to post their hearing aids for repair are advised to send them via registered post at their cost. The frequency for repairs is typically once a year.

Once received, the engineers assess the problem, ensuring the devices are thoroughly checked, repaired, and reprogrammed using information derived from the National Audiology Clinical Management System. They are then returned by registered post to the patient, typically within 24 hours.

Further information regarding the repairs process can be found on the HSE website:  
<https://www2.hse.ie/services/audiology/get-your-hse-hearing-aid-checked-or-repaired.html>

I trust this information is of assistance to you.

Yours sincerely,

Seán McArt

General Manager Primary Care  
National Community Operations