

**MERCY UNIVERSITY HOSPITAL, CORK CLG**

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*Compassion Excellence Justice Respect Team Spirit*

From the Chief Executive Officer  
Ms Sandra Daly ([sdaly@muh.ie](mailto:sdaly@muh.ie))

8<sup>th</sup> April 2022

**PQ 17076/22**

Deputy David Cullinane, T. D.  
(via HSE PQ/REPDR system)

**Re.: 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 Mercy University Hospital in each of the years 2017 to 2021, in tabular form.**

Dear Deputy Cullinane,

I refer to your recent PQ in respect of the above. With regard to the debt collection process at Mercy University Hospital (MUH), MUH currently issues an invoice, two follow up reminders and a final demand to patients for payments owing. Should the payment remain outstanding following this process, the invoices are carefully reviewed and selected for forwarding to a debt collection agency. At all stages both the hospital and the debt collection agency are cognisant of and sensitive to personal circumstances and while the initial brief is to collect payments, the patient is offered the option of payment by instalment and part payment/part write off. The offer may also be made to put a hold on the account for an agreed amount of time. In some circumstances a full write off may be carried out. Strict instructions have previously been issued to the debt collection agency used by MUH to at all times be courteous and to not put the patient under any undue stress.

Below are the figures for 2017-2021 in tabular form:

Year	2017	2018	2019	2020	2021
Fees collected	59,453	83,276	93,455	66,604	52,492

I hope this clarifies the matter and please do not hesitate to contact me should you have any further queries.

Yours sincerely,

Sandra Daly  
CEO

Registered in Ireland No.: 353064 Registered Office: Mercy University Hospital, Grenville Place, Cork T12 WE28

Directors: Mr Neil O'Carroll (Chairman), Professor Colin Bradley (Vice-Chairman), Mr John Buttimer, Professor Stephen Cusack, Mr Eoghan Lynch, Ms Margaret Lane, Ms Irene O'Donovan, Mr Joe O'Shea, Ms Ann-Marie O'Sullivan, Mr Michael A O'Sullivan, Dr Sheila Rochford.

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