



Louise O'Reilly, T.D.
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.

31st May 2022

PQ: 23164/22

To ask the Minister for Health the details of any complaints or requests for refunds of inappropriate charging for phlebotomy services in each of the past five years; the details of any complaints or requests for refunds of inappropriate charging for phlebotomy services for patients that are part of the general practitioner chronic disease management programme; and if he will make a statement on the matter. -Louise O'Reilly

Dear Deputy O'Reilly,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question (Reference 23164/22), which you submitted to the Minister for Health for response.

The contract with GPs is administered at a local level, eligible persons who have a query or complaint regarding the delivery of service by their GP of choice should, in the first instance, refer their query or complaint to their local health office for appropriate examination.

Following due process, should the local health manager deem that the a person with Medical Card eligibility or GP Visit Card eligibility has been charged inappropriate for routine phlebotomy services, where the samples are taken in the GP's practice as part of the investigation and necessary treatment of patients' symptoms or conditions, the Primary Care Eligibility & Reimbursement Service (PCERS) should be notified accordingly. The PCERS will, based on the recommendation of the local health manager, make a full refund to the patient concerned and will make a corresponding deduction from the routine payments to the General Practitioner concerned, in accordance with the notification sent to GPs in Circular 011-14 – copy attached. The length of time this process takes for persons depends on how long due process takes in the Local Health Office.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Suzanne Doyle', written over a horizontal line.

Suzanne Doyle
Primary Care Eligibility & Reimbursement Service