



**Príomhoifigeach Faisnéise**

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8<sup>th</sup> November 2022

Minister Malcolm Noonan  
Dáil Eireann  
Leinster House  
Dublin 2

**Re: PQ ref 53075/22**

***“To ask the Minister for Health the status of the roll-out of HealthMail and the uptake throughout Ireland's health services; and if he will make a statement on the matter.”***

Dear Minister Noonan,

Healthmail secure clinical email is a service that allows health care providers to send and receive clinical patient information in a secure manner. Healthmail is configured to be easy to use and enables secure electronic communication for the benefit of patients and clinicians.

HealthMail is used to securely share patient identifiable and clinical information between health service providers including the HSE, Voluntary Hospitals and nearly 150 health care agencies to date.

While the initial implementation of Healthmail was for general practitioners (GPs) and their support staff, it has now been rolled out to Community Pharmacies, Nursing Homes, Optometrists, Dental Practices, Physiotherapists and Private Consultants. In addition, it will shortly be made available to Dieticians represented by The Irish Nutrition and Dietetic Institute (INDI).

HealthMail was extensively used in the response to Covid, in particular for the secure transmission of electronic prescriptions from GPs to community pharmacies with over 34 million prescriptions transmitted to date and a remaining average of over 1.5 million electronic prescriptions being transmitted via HealthMail each month. HealthMail was also used during Covid for the secure transmission of patient data for Covid Testing and Covid Vaccinations for residential care facilities such as Nursing Homes.

In relation to uptake, as of September 2022 there are 8,487 HealthMail accounts in use by Health Care Practitioners primarily made up of in excess of 5,000 GP and GP Practices, 2,000 Community Pharmacies and 455 Nursing Homes with the remaining 1,132 accounts being used by Optometrists, Dental Practices, Physiotherapists and



Private Consultants (see Appendix 1 below for the breakdown of HealthMail accounts by Health Care Practitioner).

These Health Care Practitioners are using their accounts to connect with nearly 150 Health Care Agencies (see Appendix 2 below for a list of all HealthMail connected agencies).

Please also see Appendix 3 below which shows the volume of emails sent and received on Healthmail from January 2021 – September 2022.

If you feel that the question has not been fully answered or you require any further clarity, please contact me.

Yours sincerely,

A handwritten signature in blue ink that reads "Fran Thompson".

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**Fran Thompson,**  
**Chief Information Officer, eHealth, HSE.**



**Appendix 1 Breakdown of HealthMail accounts by Health Care Practitioner**

	GP	GP Support	Community Pharmacy	Nursing Home	Optometrist	Dentist	Private Consultant	Physio	Total
September 2022	4099	906	2013	458	112	328	218	353	8487
August 2022	4078	900	2010	457	107	324	201	341	8418
July 2022	4054	968	2008	455	101	316	193	335	8430
June 2022	3993	969	2010	454	108	336	181	346	8397
May 2022	3978	966	2006	454	108	332	174	333	8351
April 2022	3991	966	2017	453	104	323	164	327	8345
March 2022	3979	958	2014	453	104	316	154	327	8305
Feb 2022	3999	974	2015	477	177	402	144	326	8514
Jan 2022	3982	969	2015	483	186	452	124	321	8532
Dec 2021	3951	963	2013	482	183	444	115	305	8456
Nov 2021	3933	960	2009	482	176	441	102	300	8403
Oct 2021	3924	955	2007	481	176	436	105	263	8347
Sept 2021	3913	945	2002	481	176	428	102	5	8052
August 2021	3897	927	2000	481	176	424	88		7993
July 2021	3876	905	1999	481	175	435	62		7933
June 2021	3762	900	2001	480	174	431	62		7810
May 2021	3753	886	1990	480	172	424	57		7762
April 2021	3746	883	1983	480	168	421	50		7731
Mar 2021	3698	875	1952	480	167	418	35		7625
Feb 2021	3687	868	1959	480	166	410			7576
Jan 2021	3652	862	1949	480	161	407			7517



## Appendix: 2 – List of Connected Health Agencies:

Here is a list of hospitals and health agencies connected securely to Healthmail.

1. HSE – all HSE Hospitals, Primary Care Teams and Health Care Providers with an @hse.ie email address)
2. Beaumont Hospital, Dublin - @beaumont.ie
3. Children’s Health Ireland at Crumlin - @olchc.ie and @olhsc.ie
4. Children’s Health Ireland at Temple St - @cuh.ie
5. Children’s Health Ireland at Tallaght - @tuh.ie
6. Children’s Health Ireland at Connolly - @nchg.ie
7. Clontarf Hospital (Incorporated Orthopaedic Hospital of Ireland) - @ioh.ie
8. Coombe Women & Infants University Hospital - @coombe.ie
9. Dublin Dental University Hospital - @dental.tcd.ie
10. Leopardstown Park Hospital - @lph.ie
11. Mater Public, Dublin - @mater.ie
12. Marymount University Hospital and Hospice, Cork - @marymount.ie
13. Mercy Hospital, Cork - @muh.ie
14. Milford Care Centre, Limerick - @milfordcarecentre.ie
15. National Maternity Hospital, Holles Street - @nmh.ie
16. National Orthopaedic Hospital Cappagh - @nohc.ie
17. National Rehabilitation Hospital - @nrh.ie
18. Our Lady’s Hospice, Harold’s Cross, Dublin - @olh.ie
19. Peamount Hospital - @peamount.ie
20. Rotunda Maternity Hospital, Dublin - @rotunda.ie
21. Royal Victoria Eye and Ear Hospital - @rveeh.ie
22. South Infirmity Victoria University Hospital, Cork - @sivuh.ie
23. St Francis Hospice, Dublin - @sfh.ie
24. St James's Hospital, Dublin - @stjames.ie
25. St John’s Hospital, Limerick - @stjohnshospital.ie
26. St Luke’s Hospital, Rathgar, Dublin - @slh.ie
27. St. Vincent’s Hospital Fairview - @SVHF.ie
28. St Vincent’s Hospitals Group - @st-vincent.ie, @svuh.ie, @stmichaels.ie, @svhg.ie
29. Tallaght University Hospital - @tuh.ie
30. The Royal Hospital Donnybrook - @rhd.ie
31. Affidea Clinics - @affidea.com
32. Alliance Medical - @alliancemedical.ie
33. Aut Even Hospital, Kilkenny - @auteven.ie
34. Blackberry Hearing - @blackberryhearing.com



35. Blackrock Clinic - @blackrock-clinic.com
36. Beacon Clinic - @beaconclinic.ie
37. Beacon Hospital - @beaconhospital.ie
38. Beyondbmi - @beyondbmi.ie
39. Bon Secours Hospital - @bonsecours.ie
40. Charter Medical Private Hospital - @cmph.ie
41. Charter Medical - @chartermedical.ie
42. Clane Hospital - @clanehospital.com
43. Core Clinical - @coreclinical.ie
44. Critical Care Partners - @criticalcarepartners.ie
45. Dental Tech - @dentaltech.ie
46. DermView - @dermview.ie
47. Doctor Care Anywhere - @doctorcareanywhere.ie
48. Driver Assessments Ireland - @dai.ie
49. Dublin Pain Clinic - @dublinpainclinic.ie
50. Eurofins Biomnis Ireland - @eurofins-biomnis.ie
51. Femcair - @femcair.com
52. FirstIVF - @firstivf.ie
53. Fresenius Kabi Ireland - @fresenius-kabi.ie
54. Galway Clinic - @galwayclinic.com
55. Galway Ultrasound Specialists: @galwayultrasoundspecialists.ie
56. Galway Fertility Unit - @gfu.ie
57. GastroLife - @gastrolife.ie
58. Global Diagnostics - @globaldiagnostics.ie, @medica.ie
59. Highfield Healthcare - @highfieldhealthcare.ie
60. Hermitage Medical Clinic - @hermitageclinic.ie
61. Hair Restoration Blackrock - @hrbr.ie
62. Idoneus Medical Services - @idoneusmedical.ie
63. Institute of Dermatologists - @instituteofdermatologists.ie
64. Institute of Eye Surgery - @ioes.ie
65. Laya Health Clinics - @layaclinics.ie
66. Lloyds Doctor Online Ireland - @lloydsonlinedoctor.ie
67. Marble Arch Private Healthcare - @maph.ie
68. Mater Private Hospital, Dublin and Cork - @materprivate.ie
69. Mayo Medical Centre - @tmmc.ie
70. Median Healthcare - @medianhealthcare.ie
71. Medical Diagnostic Ultrasound - @mdu.ie
72. Medisec - @medisec.ie



73. MedLab Pathology - @medlabpathology.ie
74. Medscan - @medscan.ie
75. Medserv - @medserv.ie, @privateclinic.ie
76. Merrion Fertility Clinic - @merrionfertility.ie
77. Mobile Medical Diagnostics - @mobilemedicaldiagnostics.ie; @mobilemed.ie
78. National Eating Disorders Recovery Centre - @nedrc.ie
79. National Spine Institute - @nationalspine.ie
80. Neurospine - @neurospine.ie
81. North East Imaging - @northeastimaging.ie
82. Nua Healthcare Services - @nuahealthcare.ie
83. Nualtra - @nualtra.ie
84. Pain Medicine - @painmedicine.ie
85. PD FootHealth - @pdfoothealth.ie
86. Point of Care - @pointofcare.ie
87. Precision Healthcare - @precisionhealthcare.ie
88. Recovery at Home Ireland - @recoveryathome.ie
89. ReproMed - @repromed.ie
90. Rotunda IVF - @rotundaivf.ie
91. Saint John of God Hospital clg. - @sjog.ie
92. ScanMe Medical Ultrasound - @scanme.ie
93. Sims IVF - @sims.ie
94. Spectrum Mental Health - @mentalhealth.ie
95. Sports Surgery Clinic - @sportssurgeryclinic.com
96. St. Francis Private Hospital - @stfrancisprivatehospital.com
97. St. Joseph's Foundation - @stjosephsfoundation.ie
98. St. Patrick's Mental Health Services - @stpatsmail.com
99. St. Vincent's Consultants Private Clinic - @svcpc.ie
100. St. Vincent's Private Hospital, Dublin - @svph.ie
101. TCP Homecare - @tcp.ie
102. The Ultrasound Suite - theultrasoundsuite.ie
103. Ultrasound Dimensions - @ultrasound.ie
104. UPMC Whitfield, Waterford - @whitfieldclinic.ie, @upmc.ie
105. Vasectomy.ie - @vasectomy.ie
106. VHI Healthcare - @vhi360.ie
107. VHI SwiftCare - @vhiswiftcare.ie
108. VideoDoc - @videodoc.ie, @videodoc.online
109. Waterstone Clinic - @waterstoneclinic.ie
110. Wexford Ultrasound - @wexfordultrasound.ie



111. Acquired Brain Injury Ireland - @abiireland.ie
112. Brothers of Charity Services Ireland - @bocsi.ie
113. Caredoc - @caredoc.ie
114. Central Remedial Clinic (Dublin, Limerick & Waterford) - @crc.ie
115. Cheeverstown House - @cheeverstown.ie
116. Cheshire Ireland - @Cheshire.ie
117. Cope Foundation - @cope-foundation.ie
118. Crann - @cranncentre.ie
119. Department of Health - @health.gov.ie
120. Driver Assessments Ireland - @dai.ie
121. eDoc – @edoc.ie
122. eHealth Ireland - @ehealthireland.ie
123. Empower - @empower.ie
124. Enable Ireland - @enableireland.ie
125. Galway Simon Community - @galwaysimon.ie
126. Health Products Regulatory Authority - @hpra.ie
127. Healthlink, National Messaging Broker - @healthlink.ie
128. Health Protection Surveillance Centre - @hpsc.ie
129. Irish Prison Service - @irishprisons.ie
130. Irish Wheelchair Association - @iwa.ie
131. Jack and Jill - @jackandjill.ie
132. Jigsaw - @jigsaw.ie
133. LauraLynn - @lauralynn.ie
134. Multiple Sclerosis Society of Ireland - @MS-Society.ie
135. National Cancer Control Programme - @cancercontrol.ie
136. National Screening Service - @screeningservice.ie
137. Safetynet Primary Care - @primarycaresafetynet.ie
138. Saint John of God Community Services clg. - @sjog.ie
139. Shannondoc - @shannondoc.ie
140. SouthDoc - @southdoc.ie
141. Stewarts Care - @stewartscare.ie
142. St. Joseph's Foundation - @stjosephsfoundation.ie
143. St. Michael's House - @smh.ie
144. Sunbeam House Services - @sunbeam.ie
145. Tabor Group - @taborgroup.ie
146. The State Laboratory - @statelab.ie
147. Thrombosis Ireland - @thrombosisireland.ie
148. Tusla - @tusla.ie



**Appendix: 3 – Emails Sent and Received**

	<b>Emails Sent</b>	<b>Emails Received</b>
September 2022	1,852,456	2,073,589
August 2022	1,774,915	1,981,427
July 2022	1,664,323	1,833,244
June 2022	1,755,037	1,961,541
May 2022	1,795,773	2,005,643
April 2022	1,675,438	1,859,114
March 2022	1,812,480	2,004,979
February 2022	1,582,698	1,772,461
January 2022	1,641,929	1,877,046
December 2021	1,572,882	1,784,611
November 2021	1,753,960	1,959,325
October 2021	1,560,246	1,750,761
September 2021	1,610,071	1,775,753
August 2021	1,430,106	1,570,834
July 2021	1,466,713	1,990,080
June 2021	1,395,648	2,324,410
May 2021	1,357,065	1,685,476
April 2021	1,416,466	1,571,915
March 2021	1,458,672	1,625,185
February 2021	1,244,393	1,370,233
January 2021	1,280,781	1,421,275