



**QPS Géar Oibríochtaí**  
Aonad 4A, Áras Dargan, An Ceantar Theas,  
An Bóthar Míleata, Cill Mhaighneann, Baile Átha Cliath 8

**QPS Acute Operations**  
Unit 4A, The Dargan Building, Heuston South Quarter,  
Military Road, Kilmainham, Dublin 8  
☎: 01-7959935 📧: [qps.acuteoperations@hse.ie](mailto:qps.acuteoperations@hse.ie)

**20<sup>th</sup> February 2023**

Deputy Cathal Crowe  
Dáil Éireann  
Leinster House  
Dublin 2

**PQ Ref 5431/23 - To ask the Minister for Health the protocols, including recourse for patients, which are applied by public hospitals when patient files go missing; and if he will make a statement on the matter.**

Dear Deputy Crowe

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

The HSE acknowledges that accessibility of information held in health care records is essential for effective service user care and continuity of care between different healthcare professionals.

The HSE has set out the processes for HSE and HSE funded organisations to follow when dealing with missing health care records including the temporary creation of healthcare records and subsequent merging of those records.

The above information is set out in the HSE Standards and Recommended Practices for Healthcare Records Management, QPSD-D-006-3 V3.0. Please find link below.

<https://www.hse.ie/eng/about/who/qid/quality-and-patient-safety-documents/v3.pdf>

I trust this answers your question to your satisfaction.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Margaret Brennan'.

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**Margaret Brennan**  
**Assistant National Director**  
**QPS | Acute Operations | HSE**

