



Feadhóiríneacht na Seirbhíse Sláinte  
Health Service Executive



Ospidéal Ollscóile Chorcaí  
Cork University Hospital

Cork University Hospital,  
Wilton,  
Cork.  
T12 DC4A,  
Ireland.

Telephone: 021 – 4922473

Fax: 021 – 4342690

Date: 18<sup>th</sup> January 2022

PQ – 1085/23

Deputy Joe Carey  
Dail Eireann  
Leinster House  
Kildare Street  
Dublin 2

**To ask the Minister for Health if he will report on the pilot project involving Mallow General Hospital whereby some ambulance patients are treated in Mallow General Hospital instead of at an emergency department; and if he will make a statement on the matter**

Dear Deputy Carey

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. I have examined the matter and the following outlines the position.

**National Ambulance Service and Mallow General Hospital patient pathway pilot 2022.**

Pilot period: From 01/09/2022 to 30/11/2022 between 08:00 and 18:00 Monday to Friday (excluding Bank Holidays)

New pathway for NAS (National Ambulance Service) to transport patients directly to the MAU (Medical Assessment Unit) at Mallow General Hospital.

This has facilitated patients in North Cork to be treated in a hospital setting closer to their home, as well as supporting the reduction of patients presenting to Cork city's two emergency departments in Cork University Hospital and Mercy University Hospital respectively from the North Cork area

An agreed set of inclusion and exclusion criteria was developed by all stakeholders in advance of the pilot

Inclusion Criteria	Exclusion Criteria
1. Patient recently admitted and discharged from MGH (within the previous 2 weeks)	1. Infection likely to require advanced respiratory support
2. Ceiling of care established and patient not for escalation of care to ICU	2. ST Elevation MI
3. Low risk medical patients with stable vital signs including, but not limited to the	3. Stroke within thrombolysis window
	4. Likely to require ICU admission
	5. Acute neurosurgical/neurological presentation

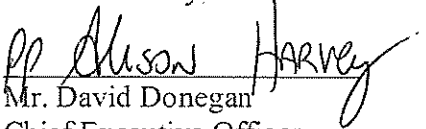
following: - Vasovagal syncope - Non-cardiac chest pain - Gastroenteritis - DVT , Musculoskeletal pain	6. Surgical presentation 7. Alcohol and/or drugs related 8. Trauma 9. Low GCS
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**Protocol:** Once the patient is within the criteria, the practitioner calls the Medical Assessment line on 1800 742 648, selecting 1 for Mallow and requesting the MAU Consultant on Call. The practitioner then discusses the patient with the MAU Consultant with an ASHICE, final decision for entry lies with the MAU Consultant. If the patient is not deemed suitable for MGH MAU, they are brought to the nearest Emergency Department as per normal practice.

**Number of calls:** The 4 month pilot period yielded 39 calls with 29 patients accepted for care within the MAU at Mallow General Hospital.

I trust this information is of assistance you but should you have any further queries please do not hesitate to contact me.

Yours sincerely,

  
Mr. David Donegan  
Chief Executive Officer