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Deputy Michael Collins
Dáil Éireann
Leinster House
Kildare Street
Dublin 2

9th February 2024

PQ ref: 42631/23

To ask the Minister for Health to provide the number of calls logged to MyOptions annually from 2019 and to date in 2023, in tabular form; and if he will make a statement on the matter.

Dear Deputy Collins,

Thank you for your question to the Minister for Health, which was forwarded to my office to respond to you directly.

The HSE My Options service is free of charge to everyone. Professional, experienced counsellors are available to talk to you about all your options including continuing pregnancy supports and information about abortion services. The My Options counselling and information service is currently available at Freephone 1800 828 010 from 9am to 8pm Monday to Friday and Saturday 10am to 2pm. If you are calling from outside the Republic of Ireland the number is +353 59 913 8175.

Medical advice is available 24 hours a day, seven days a week. The service can provide information and support in over 240 languages. The phone line counselling service can also refer people to face-to-face counselling.

The My Options data requested is as follows:

Number of calls with HSE My Options from 1st January 2019 to 31st August 2023

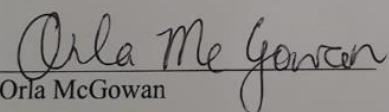
	Number of calls
2019	12,536
2020	10,266
2021	9,652
2022	11,552
2023	8,440
Total calls January 2019 – August 2023	52,446

Breakdown of calls to the HSE My Options helpline by service type from 1st January 2019 to 31st August 2023

	Nursing Line referral	Information	Listening support	Counselling
2019	1,082	10,699	2,590	115
2020	1,104	9,023	1,703	127
2021	860	8,840	1,391	196
2022	814	10,259	2,191	105
2023	476	7,693	1,858	106
Totals	4,336	46,514	9,733	649

I trust this information is of assistance to you but should you have any further queries please contact me.

Yours Sincerely,



Orla McGowan

Orla McGowan

Programme Lead

Sexual Health & Crisis Pregnancy Programme, Health and Wellbeing
Strategy and Research, HSE Healthcare Strategy