



Príomhoifigeach Faisnéise

rShláinte,
FSS, Ospidéal Dr Steevens,
Baile Átha Cliath 8, D08 W2A8

Chief Information Officer

eHealth,
HSE, Dr. Steevens' Hospital, Dublin
8, D08 W2A8

www.hse.ie

ehealthireland.ie

[@hselive](https://twitter.com/hselive)

t 01 635 2732

23rd May 2024

Ms Neasa Hourigan TD
Dáil Eireann
Leinster House
Dublin 2

Re: PQ ref 21162/24

“To ask the Minister for Health if he will outline the spending to date on the development, implementation and rollout of the HSE patient app, in tabular form, and classed by company; the timeline or timeframe; and the purpose and desired or completed output.”

Dear Deputy Hourigan,

The HSE app is one of the key enablers for the implementation of the new Digital Health and Social Care Strategy that is in development. In future most of the HSE's new patient facing digital health services will be delivered through the app and we will continue to add new services into the app during 2025 and beyond.

The app is being developed by Nearform, the spend to date is as follows.

| | |
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| Nearform | €2,069,201 |
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The app will be piloted with people that use our services in the coming weeks. The first version of the app will be available to the public in Q4 2024.

The app will be a digital front door to the health service that will deliver new services for patients. As we connect our health service IT systems with initiatives like the National Shared Care Record more information and services will be available to patients and the public through the app. Once the National Shared Care Record is in place the app will enable family members and carers to help other people to manage their healthcare through the app.

We are designing the app with patients and the people that use our health services and working with GPs and other clinicians, acute hospitals, including voluntary hospitals,



and primary care services to look at how we can deliver more information and services through the app for patients.

The core functionality that we aim to deliver in the first release.

- Appointments for maternity patients working towards all hospital appointments during 2025
- Self-declared medication, prescriptions will follow in early 2025
- Self-care supports for quitting smoking and breastfeeding, self-care supports for chronic conditions such as diabetes will follow in 2025
- Signposting to personalised relevant health services and health and wellbeing information
- Cards and schemes, medical card, GP Visit card, EHIC
- Vaccination reminders and other health service communications
- Support and signposting from HSELive
- Waiting lists and referrals early 2025

Over time the app will help us achieve sustainability targets by reducing our dependence on printing and posting letters and issuing plastic cards. It will also help us to reduce the number of appointments that are not attended by introducing appointment reminders and notifications and, in future versions, enabling patients to manage appointments in the app.

Yours sincerely,

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

Fran Thompson,
Chief Information Officer, eHealth, HSE.