



**Oifig an Phríomhoifigigh Airgeadais**

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24<sup>th</sup> April 2025

Deputy Peadar Tóibín TD,  
Dáil Éireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

**Re PQ 17194 25:** *To ask the Minister for Health the amount paid to debt collectors by each hospital in the State to seek outstanding payments from patients, in each of the past ten years in tabular form.*

Dear Deputy Tóibín,

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. Your PQ above has been referred to me for response.

Please see **Appendix 1 Table 1** below which shows the total debt collection costs for HSE Statutory hospitals for the years 2013 to 2022 with a breakdown by acute hospital. The data was sourced from the HSE Regional Finance ledger systems and is for HSE Statutory services only. The data is not readily available from the HSE finance systems however annual data up to 2022 has previously been extracted by each regional finance unit.

Data is not readily available for the years 2023, 2024 or to date 2025. The shortcomings in the HSE legacy financial systems are well acknowledged and their replacement by a single standard financial system for the Health Sector is at the core of the Finance Reform programme initiated by the Department of Health.

The HSE policy and procedures for debt collection are covered by NFR B-2 (National Financial Regulations) which is available to view on the HSE website using the following link: [nfrb2.pdf \(hse.ie\)](https://www.hse.ie/nfrb2.pdf)

With effect from 17<sup>th</sup> April 2023 there are no hospital charges for public inpatient care or day service care, with the removal of these charges announced as part of Budget 2023. Inpatient and day service charges still apply for inpatient and day service care up to and including 16<sup>th</sup> April 2023. Patients who attend at public hospitals are, depending on their eligibility and subject to certain exemptions, liable to statutory charges levied under the provisions of the 1970 Health Act. The charges are €100 for an Emergency Department attendance and, prior to its abolition on 17<sup>th</sup> April 2023, €80 for an Inpatient/Day Services charge, with the latter charge capped at €800 in a rolling 12 month period. The HSE has a statutory obligation to levy and collect these charges and Hospitals have the discretion to operate instalment payment plans where appropriate. Any debt incurred prior to the abolition of the statutory inpatient charge is subject to the normal financial regulations.

Debt collection continues to be managed at a local hospital level. Hospitals are required, under NFR B-2, to refer an unpaid debt to a collection agency after a period of time from date of billing. If any patient has difficulty paying a hospital bill the regulations allow for the hospital and the patient to agree an instalment arrangement. We would advise they contact their hospital directly to discuss this on a one to one basis. Hospitals are mindful in implementing these



processes that patients may be experiencing stress and/or financial challenges and encourage patients who are having difficulties fulfilling their debt to make contact with the hospital to which the debt is owed in order to make alternative payment arrangements. If hospitals are made aware or become aware of such challenges, agreements may be reached between the patient and hospital on a case by case basis and debt collectors are not included in the process.

The HSE seeks to maximise the recovery of income in a socially responsible, ethical, efficient and cost effective way. It should be noted that the collection of monies owed is a continuous, daily and large scale process.

If you have any queries, please do not hesitate to contact me at [sarah.anderson1@hse.ie](mailto:sarah.anderson1@hse.ie) or tel: 087 9423319.

Yours sincerely

**Sarah Anderson**

**Bainisteoir Ginearálta | General Manager**

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## Appendix 1 to PQ 17194 25

**Table 1**

HSE Debt Collection costs for the Acute Hospitals Division Only for the years 2013 to 2022 by Acute Hospital <i>For HSE Statutory Services only</i>											
Acute Hospital Name	2013 €	2014 €	2015 €	2016 €	2017 €	2018 €	2019 €	2020 €	2021 €	2022 €	Total €
Cavan General Hospital	5,229	13,199	19,770	17,657	24,512	29,613	19,608	8,543	10,674	28,598	177,403
Connolly Hospital	39,286	35,582	38,578	53,079	41,651	37,871	45,018	32,094	51,667	48,794	423,621
CORK UNIVERSITY HOSPITAL	84,359	84,317	83,389	85,355	86,889	99,488	107,461	99,784	102,104	120,789	953,935
Croom Hospital	2,639	3,008	5,324	1,668	881	877	1,076	2,327	1,609	1,849	21,259
CUMH						324	2,950	3,389	1,893	805	9,360
Ennis Hospital	1,806	2,441	1,116	340	9,468	4,280	3,610	3,431	2,124	517	29,133
KERRY GENERAL HOSPITAL	5,326	3,116	2,935	3,916	1,629	1,791	2,707	6,749	22,218	6,441	56,829
Kilcreene Hospital	1,119	329	201	369	253	256	361	444	263	377	3,973
Letterkenny University Hospital	2,898	14,018	8,399	10,739	8,552	17,857	10,899	4,682	339	10,170	88,552
Louth County Hospital	2,227	3,665	4,582	6,353	7,423	6,899	6,999	3,534			41,682
MALLOW GENERAL HOSPITAL	193	589	345	30	70	796	65	5,802	2,010	93	9,993
Mayo University Hospital	14,526	43,117	20,291	21,024	35,166	27,135	50,042	32,200	13,579	12,504	269,583
MRH MULLINGAR	37,399	27,223	19,309	28,995	18,880	30,634	30,830	24,933	20,046	27,317	265,566
MRH PORTLAOISE	23,656	29,516	20,162	23,415	46,024	18,710	24,810	28,041	27,532	9,298	251,164
MRH Tullamore	30,017	29,546	27,911	39,594	23,996	27,196	32,396	27,314	65,937	39,069	342,975
Naas General Hospital	11,298	12,506	9,738	20,257	14,956	14,207	29,494	10,622	28,796	32,105	183,979
Nenagh Hospital	2,569	3,002	2,881	1,168	2,485	4,602	6,220	6,845		2,101	31,872
Our Lady of Lourdes Hospital Drogheda	16,245	40,004	42,324	32,815	41,958	34,032	52,635	10,987		36,565	307,564
Our Lady's Hospital Navan	3,675	7,454	7,088	13,427	13,301	16,013	14,228	10,876	10,118	5,998	102,179
Portiuncula Hospital			16,641	25,208	19,896	18,097	23,667	5,447	2,666		111,623
Roscommon University Hospital	381	1,865	1,201	461	302	2,822	1,996	540		4,600	14,168
Saolta HQ								73,800			73,800
Sligo University Hospital	6,910	6,019	11,480	2,143	2,999	9,016	14,964	12,150	683	459	66,823
South Tipperary General Hospital	8,461	14,208	19,333	16,674	8,959	7,972	15,982	7,342	6,206	14,759	119,897
St Luke's Hospital, Kilkenny	5,752	6,585	8,600	10,217	18,861	14,032	16,835	13,455	8,429	16,695	119,462
St. Columcille's Hospital	13,659	8,079	5,345	7,237	10,541	7,253	4,577	6,009	3,411	5,844	71,954
University Hospital Galway	42,266	75,113	91,765	65,798	71,274	63,585	59,287	51,287	8,512		528,886
University Hospital Limerick	22,820	27,886	32,382	39,327	29,337	32,305	31,551	24,197	10,162	22,844	272,812
University Hospital Waterford	43,366	29,990	51,046	47,505	38,858	29,137	46,325	27,121	33,309	40,403	387,061
University Maternity Hospital, Limerick	110	212	280		39	1,666	891	1,025	1,533	15	5,770
Wexford General Hospital	9,856	8,664	13,249	12,312	24,194	15,663	29,343	23,103	12,715	25,695	174,793
<b>Total</b>	<b>438,048</b>	<b>531,254</b>	<b>565,665</b>	<b>587,081</b>	<b>603,355</b>	<b>574,128</b>	<b>686,826</b>	<b>568,074</b>	<b>448,537</b>	<b>514,701</b>	<b>5,517,668</b>