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Deputy Rice

1st July 2025

Dear Deputy Rice

To ask the Minister for Health if any private companies have been contracted to answer calls to the information line established for families whose children have been identified for follow-up following publication of the developmental dysplasia of the hip audit by Children's Health Ireland and the National Orthopaedic Hospital, Cappagh; if it is exclusively specialist developmental dysplasia of the hip nurses taking calls; and if she will make a statement on the matter

The Parent information line established for families whose children has been identified for follow up following the publication of the developmental dysplasia of the hip audit by Children's Health Ireland and the National Orthopaedic Hospital, Cappagh in May 2025, is managed by HSELive, which is part of the HSE.

Calls are taken by call advisors, who are answering question based on a script and where a parent or caller wants more information or specific information on their child a call back is arranged for the caller. The call back is made by an appropriate person from the child's treating hospital.

The HSELive team of advisors are made up of HSE staff and contracted resources (contracted under an EU tender process) to provide the service for HSELive. All advisors adhere to advisor script, and quality assurance as set out by HSELive management.

I hope this address your question.

Regards

Mary Brodie

National Communications & Public Affairs Division