

**Príomhoifigeach Faisnéise**

Teicneolaíocht agus Claochlú
FSS, Ospidéal Dr Steevens,
Baile Átha Cliath 8, D08 W2A8

Chief Information Officer

Technology and Transformation,
HSE, Dr. Steevens' Hospital, Dublin
8, D08 W2A8

www.hse.ie[@hselive](http://ehealthireland.ie)

t 01 635 2732

09th July 2025

Ms. Sorca Clarke
Dáil Eireann
Leinster House
Dublin 2

Re: PQ ref 34967/25

To ask the Minister for Health the number of virtual medical related appointments in the years 2023, 2024 and to date in 2025; and the number of prescriptions provided at these virtual appointments.

Dear Deputy Clarke,

The HSE Telehealth Roadmap 2024-27 defines virtual/remote consultations and care as that which encompasses clinical consultations and appointments conducted remotely by healthcare providers using web-based video call, audio solution(s), or telephones as part of business-as-usual operations, where clinically appropriate. This approach allows patients to receive clinical advice, diagnosis, or follow-up care without the need to travel to a healthcare facility. This reduces time away from home, families, work and communities for service-users and patients, and the associated travel costs, inconveniences, and carbon emissions. For clinical teams, virtual consultations can help optimise appointment schedules, reduce clinic footfall, and ensure that face-to-face resources are prioritised for patients who require in-person care, ultimately enhancing efficiency and improving patient experience.

Virtual Appointments

The HSE has procured Attend Anywhere as the virtual platform for clinical use and it is therefore the primary source of data for the video consultations information below. However, the information also includes other platforms that were used in response to Covid-19 and which are being, or have since been, phased out.

Year	Video Consultations Nationally (Acute & Community Services, including non-statutory)	Webex Activity Nationally	Virtual OPD Consultations for Hospitals (Phone & Video)
2023	27,579	Data Not Available	393,916
2024	26,678	73,190	410,411
2025 - May	13,989	24,709	181,636
Total	68,246	97,899	985,963



It is not possible to confirm that all video consultations/appointments above were medically related.

It is not possible to confirm that all Webex activity was medical consultation related.

Prescriptions

The HSE does not specifically collect data related to the issuing of prescriptions as part of appointments and therefore it is not currently possible to provide the information requested.

The HSE published a tender in May 2025 for a National Electronic Prescription Service, a fully integrated digital service for the transmission and storage of electronic prescriptions and electronic dispensations generated for patients in ambulatory care in both public and private settings across Ireland's healthcare system. It will function as a fully interoperable, standards based central repository, integrated with third-party prescribing and dispensing systems in addition to other supporting services. It will manage the entire lifecycle of electronic prescriptions and electronic dispensations in ambulatory care, as well as support the generation of a wide variety of data analytics reports and a suite of dashboards to support the organisations' business intelligence needs.

If you feel that the question has not been fully answered or you require any further clarity, please contact me.

Yours sincerely,

Fran Thompson,
Chief Information Officer, eHealth, HSE.