



Feidhmeannacht na Seirbhíse Sláinte, Seirbhís Aisíocaíochta Cúraim Phríomhúil  
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Health Service Executive, Primary Care Reimbursement Service  
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Albert Dolan, T.D.  
Dáil Éireann,  
Leinster House,  
Kildare Street,  
Dublin 2.

28<sup>th</sup> March 2025

PQ: 11816/25

**To ask the Minister for Health if the online medical card application system will be updated to allow applicants to save and return to their application at a later stage, rather than losing progress due to timeouts, in order to make the process more accessible and user-friendly for those with medical conditions or disabilities. -Albert Dolan**

Dear Deputy Dolan,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question (Reference 11816/25), which you submitted to the Minister for Health for response.

Please note there has always been an option for a client to save and return to their Online Application at a later stage, please see the example below. The Application Status will appear in the client's home screen and they will have the option to "Edit Online Application", this is highlighted in red.

<a href="#">Apply For A Card</a>   <a href="#">Update Your Details</a>   <a href="#">Your Messages</a>   <a href="#">Get Help</a>   <a href="#">Log Out</a>	
<b>My Profile</b> ⓘ	
First Name	Last Name
<input type="text"/>	<input type="text"/>
Personal Public Service Number (PPSN)	Date of Birth (dd/mm/yyyy)
<input type="text"/>	<input type="text"/>
<b>My Cards</b>	
<b>My Applications</b>	
<b>Scheme Type</b>	<b>Application Status</b>
Medical Card	Application in progress
	<a href="#">Edit Online Application</a>

Yours sincerely,

Suzanne Doyle  
Primary Care Reimbursement Service

**The Health Service Executive operates the General Medical Services Scheme, which includes Medical Cards and GP Visit Cards, under the Health Act 1970, as amended. It has established a dedicated contact service for members of the Oireachtas specifically for queries relating to the status of Medical Cards and GP Visit Cards applications, which the Deputy / Senator may wish to use for an earlier response. Tel: 01-8647180 / email: [Oireachtas.pcrs@hse.ie](mailto:Oireachtas.pcrs@hse.ie)**