



**FFS Meàn Iarthair**  
31/32 Sráid Chaitríona,  
Luimneach  
V94 AY27

**HSE Mid West**  
31/32 Catherine Street,  
Limerick  
V94 AY27

[midwest.hse.ie](https://midwest.hse.ie)

**IC/CC/MC**

**Email:** [pqmidwestacute@hse.ie](mailto:pqmidwestacute@hse.ie)

5<sup>th</sup> June 2025

Deputy Cathal Crowe,  
Dàil Eireann,  
Leinster House,  
Kildare Street,  
Dublin 2

**PQ 28850/25**

Dear Deputy Crowe,

I refer to your correspondence dated 26<sup>th</sup> May 2025.

The Business Manager of Ennis Hospital was made aware of the decision to close the patient accounts office on the 18<sup>th</sup> February 2025. In addition, the HSE Mid West Finance Department were available to answer questions of the Ennis Hospital Management Team and staff on the 3<sup>rd</sup> and 21<sup>st</sup> March.

The HSE is currently implementing a finance reform programme across the organisation. A long-term aspiration of the HSE and Department of Health has been to remove multiple legacy finance systems. As such, a single integrated financial management system (IFMS) is being rolled out across the organisation underpinned by a national finance shared services centre supporting payment and receipting transactions.

This reform programme will introduce new operating structures and ways of working and standardised, modern finance and procurement systems.

HSE Mid West went live with IFMS on April 1<sup>st</sup>. This means that card or cheque payments are no longer being accepted in Ennis Hospital. Members of the public can now avail of an improved range of options when paying a bill. These include:

- By Card 24/7 through an online payment portal at [payabill@hse.ie](mailto:payabill@hse.ie)
- By phone during office hours via freephone number 1800 852 445
- By cash in local sites
- By cheque or bank draft payable to Health Service Executive posted to HSE Finance Shared Services, IDA Business Park, Purcellsinch, Dublin Rd, Kilkenny R95XYW2 - quoting the patients account and invoice number

I trust this clarifies the position. Please contact me if you have any further queries.

Kind Regards,

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**IAN CARTER**  
**CEO Mid West Acute and Older People Services**  
**HSE Mid West**