

The Dublin Midlands Hospital Group Social Media Policy

The Dublin Midlands Hospital Group comprises of the Coombe Women and Infants University Hospital; Midland Regional Hospital Portlaoise; Midland Regional Hospital Tullamore; Naas General Hospital; St. James's Hospital; St. Luke's Radiation Oncology Network; Tallaght University Hospital; and Academic Partner: Trinity College Dublin.

The Dublin Midlands Hospital Group Twitter page @DMHospitalGroup is not monitored 24/7, please dial 999/112 in an emergency, see full Twitter policy below.

Who we are

The Dublin Midlands Hospital Group uses Twitter to communicate with people interested in our services. We will signpost you to the most appropriate service. We don't provide medical or clinical advice on this page. In an emergency call 112 or 999. @DMHospitalGroup is managed by the Dublin Midlands Hospital Group Communications Team. We accept no responsibility for lack of service due to Twitter downtime.

What we Tweet about

We Tweet about the Dublin Midlands Hospital Group news and events, job opportunities and practical information on services, emergencies or any public outbreak situations.

Who we follow

If you follow us, we will not automatically follow you back. We follow accounts that are relevant to the Dublin Midlands Hospital Group and our work. Following does not imply endorsement.

Who we retweet

We may retweet news and links that are relevant to the Dublin Midlands Hospital Group. Retweets do not imply endorsement by the Dublin Midlands Hospital Group.

How we monitor

Our Twitter account is monitored during regular office hours 9am -5.30pm. We may monitor and respond at other times of the day but this is not guaranteed.

How we respond

During office hours we will endeavour to acknowledge the query within 2 hours and respond within 24hrs to service/signposting queries, more detailed queries may take longer. We will consult with our colleagues to ensure we give the most appropriate response. We will not respond or comment on posts that;

- Are not relevant to our work
- Are malicious or offensive in nature or that constitute a personal attack on a person's character

- Incite hatred on the basis of race, religion, gender, nationality, sexuality or any other personal characteristic.
- Reveal personal details of patients or staff
- Request medical or clinical advice
- Require us to breach data protection legislation

Please note again, our Twitter account is not monitored 24/7, please dial 999/112 in an emergency.

How we handle @ replies and direct messages

We will read all @replies and DMs sent to us during office hours and endeavour to acknowledge them within 2 hours and respond within 24hrs to service/signposting queries, more detailed queries may take longer. We will consult with our colleagues to ensure we give the most appropriate response. If you have a comment, complaint or want to give us feedback you can use yoursay@hse.ie

HSELive

If you have a specific HSE-related question please contact:

- **Live Chat** Talk to a member of the team live on the HSE website
<http://www.hse.ie/eng/HSELive>

The *HSELive* team answer questions from members of the public from 8am - 8pm Monday to Friday and from 10am - 5pm on Saturdays.

- **Twitter** @HSELive

You can send the *HSELive* team a direct message on Twitter with a 2-hour response time during working hours of 9am-5.30pm Monday to Friday.

- **Phone** Callsave 1850 24 1850 or 041 685 0300

You can call the *HSELive* team from 8am - 8pm Monday to Friday and from 10am - 5pm on Saturday.

- **Email** hselive@hse.ie

Send us an email and your query will be dealt with by the appropriate person/department.

Complaints

If you have a comment, complaint or want to give us feedback please email us at yoursay@hse.ie

Media requests

All media requests should be sent to media.dmhg@hse.ie

Dublin Midlands Hospital Group Hospitals Staff Tweeting

All staff on social media platforms should familiarise themselves with the HSE Social Media Policy www.hse.ie/socialmedia