About the Irish health system
A guide for refugees and other migrants
Welcome to Ireland. The Health Service Executive (HSE) has developed this short guide to help you understand the Irish public health system.

The guide is in three parts:

Part 1 gives you information on how to access different types of health care, the services that are free and how the GP (doctor), pharmacy (chemist) and hospital systems work. Part 1 begins on page 4.

Part 2 gives you information about specialist services (dental treatments, eye tests, hearing aids, vaccinations) and some of the staff you may meet in the health system. Part 2 begins on page 13.

Part 3 tells you what to do in an emergency. Part 3 begins on page 17.

Keep this guide:
This is an important document, so please keep it as you will need it again.

If you don’t understand any part of this guide, please just ask at your local health centre to help you with it. You can also get more information online at www.hse.ie

ندوة حول المنظومة الصحية الإيرلندية دليل اللاجئين والمهاجرين

مرحبا بكم في إيرلندا.

مصلحة الخدمات الصحية طورت هذا الدليل المختصر حتى تساعدك على فهم المنظومة الصحية العمومية في إيرلندا.

هذا الدليل يحتوي على ثلاثة أجزاء:

الجزء الأول: يعطيك معلومات عن كيفية التواصل والحصول على مختلف الخدمات الصحية بما فيها المصالح الطبية المجانية وعن كيفية عمل منظومة الأطباء العامين والصيدليات والمستشفيات.

الجزء الثاني: يعطيك معلومات حول المصالح المتخصصة (علاجات الأسنان، فحوصات الأعين، المساعدات السمعية، اللقاحات) و بعض أفراد منظومة المصلحة الذين يمكن ملاقاتهم في الجهاز الصحي.

الجزء الثالث: يبين لك ما يجب فعله في حالة الاستعجالات. الجزء الثالث يبدأ من الصفحة 17.

حافظوا على هذا الدليل:

هذه الوثيقة مهمة، فمن فضلكم حافظوا عليها، لأنه ستستمعونها مرة أخرى.

إذا لم تفهموا أي جزء من هذا الدليل، رجاءاً إسألوا بمراكز المصلحة المحلية ليساعدوك في ذلك. كما يمكنكم الحصول على معلومات أكثر على الموقع الإلكتروني التالي:
www.hse.ie
How do I access the health service?

When you arrive in Ireland, you will learn how to apply for a Medical Card. This card gives you free access to some health services. You can apply for it online at www.medicalcard.ie.

The card looks like this:

Will I have to pay for health services?

Most health services are free with a Medical Card.

How long will I have a Medical Card for?

The card usually lasts for about two years. The HSE will write to remind you to renew your card. Please ensure that you complete and return these forms.

If you are over 70, you will get a card and you do not need to apply again.

When you apply for a new card or a replacement card, you must make sure that you provide all the information asked for on the application form. You must tell the medical professionals and medical services if information like your address, contact details or your medical or financial circumstances have changed.
You will also be asked for your consent for your information to be shared with other services like those who provide social welfare payments, housing benefits, education and employment.

If you don’t do this properly and on time, your card may be taken away. Being able to continue to keep a medical card depends on your personal, social, medical and financial circumstances. This might mean that you cannot keep your card if you find work or your financial position improves.

**What do I do if I am not well?**

If you are unwell (sick), you need to decide what to do. This will depend on how unwell you are.

### A little unwell

*(examples: cold or flu)*

Mind yourself

Ask local pharmacists (chemists) for advice.

ليس علي ما يرام او مريض قليلاً

اعتنوا بأنفسكم

إطلبوا النصائح من الصيدلي

### Unwell and need medical advice

Ring your local GP (doctor) or out of hours doctor’s service and make an appointment to see them.

مرضى و تحتاجون نصائح طبية

أتصلوا بالطبيب العام وخذوا موعداً أو رابياً دكتور في مصلحة الخدمات الاستثنائية في الأوقات غير أوقات العمل الرسمي

### Seriously unwell or have an unexpected or serious illness

Go to the emergency department at your nearest hospital. (See page 12)

إذا كنت مريض جداً أو عندك مرض مستقبلاً أي خطير أو غير منتشر

إذهبوا الى مصلحة الاستعجالات في أقرب مستشفى لديكم

(انظر صفحة 12)

The following pages give you more detail on each of the above options.

الصفحات التالية تعطي لكم تفاصيل عن كل حالة من الحالات المذكورة أعلاه.
A little unwell

You should take care of yourself or whoever you are looking after, go to the pharmacist (chemist) and or look up further information on reliable websites (see 'Get more information' below on page 19).

Take care of yourself and your loved ones

You can take care of yourself and whoever you are looking after by:

• eating a healthy diet;
• drinking plenty of water;
• taking regular exercise, and
• wearing proper footwear and clothing suited to Irish weather.

Ask your local pharmacist (chemist) for advice

You can get free advice from your local pharmacist (chemist). You can also get medicine if you need it (see pages 9-11).

Get more information

We have a very good website www.undertheweather.ie Just type in this address on the internet and you can get useful tips for looking after your health and treating common illnesses.

Medical staff will give you expert help when you need it.

ليس على ما يرام او مريضا قليلا

إذا كنت غير مستقر أو ضعيف، فتعلم ما هو الضرورياماً و ستجد معلوماتك على الإنترنت. يمكنكم الاتصال بالصيدلي المطلوب في المواقع الموثوقة (يمكنكم الان تعلم المزيد في الصفحة 19) للحصول على معلومات أكثر.

إعتنوا بانفسكم و بالذين تحبونهم

يمكن أن تعتنوا بانفسكم و بالأشخاص الذين هم تحت رعايكم عن طريق:

• الأكل الصحي
• شرب الماء بكثرة
• القيام بتمارين رياضية منتظمة
• وضع اللباس المناسب للطقس الجوي الأيرلندي

اطلقو النصائح من الصيدلي

يمكنكم الاتصال بالصيدلي و اجتذبونا نصائح مبنية على سوء حال صحتكم و شراء الدواء الذي تحتاجونه. انظر صفحة 9-11.

تحصلوا على معلومات أكثر

عندما توجهون إلى الإنترنت، فقط إضغطوا على هذا الموقع و ستجدون المعلومات التي تحتاجونها للعناية بصحتكم. الطاقم الطبي يوفر لكم العناية الصحية اللازمة لأمراضكم عند الحاجة.
If you feel that you need medical advice, then you will need to go to see a GP (doctor). These are qualified doctors who work in the community.

If you can, make an appointment to see them.

Normally, you need to make an appointment to see a GP. If you have a Medical Card, your visit to the GP will be free. Otherwise, you might have to pay about €50-€60 a visit.

GPs deal with general medical problems. They can:

- carry out tests and diagnose what is wrong with you;
- treat illnesses and minor injuries and advise you on how to recover; and
- give you a prescription – a document which allows chemists to provide medicines that are only available when a doctor says you need them.

What happens if the GP cannot fully diagnose or treat me?

If you have an illness or injury that the GP cannot fully diagnose or treat, they will send you to a hospital. If they think that you need very urgent treatment, they will give you a referral letter for the hospital’s emergency department (often called ‘ED’ or A and E).

If your case is not very urgent but you need expert treatment, your GP will give you a letter to get an appointment with a medical specialist – usually a specialist hospital doctor who can provide the right advice and treatment. This visit will be free if you have a Medical Card.

In Ireland, health care professionals like doctors try to see patients most in need of medical attention first. Health care professionals decide who needs treatment the most. This means that you may have to wait to be seen.

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What do I need to tell my GP (doctor)?

Before your GP can treat you, they will need to ask you questions about your general health and medical history.

The doctor will ask you questions about:

• other illnesses and injuries you had;
• how they were treated; and
• any allergies you may have.

It is very important that you answer all the questions the GP asks you. This will help them to make the correct diagnosis and decide on the right treatment.

You should bring your Medical Card with you to the GP and, if you think it will help the doctor, any further medical information or records.

Do I need an appointment to see the GP?

In most situations, yes, as most GPs use an appointment system. Appointments are usually made for one family member only. If you need the GP to see two or more people, then you need to arrange more than one appointment.

Some GP surgeries offer walk-in clinics.

It is very important to go to the appointment.

What happens if I can’t go to the appointment?

If you are offered a medical appointment and do not turn up, you may not be offered another appointment. You must attend on time for all appointments.

If you cannot go to your appointment, please tell the clinic so that your appointment can be given to another person. You can telephone the clinic to say that you can’t attend. If you still need to see a doctor, you can make another appointment.

When illness or injury needs to be investigated, a GP may do medical tests. Depending on the results, they might send you to a specialist doctor in a hospital. Treatment by a specialist is based on medical need.

Important

There is a waiting list to see most medical specialists and this may mean that you will have to wait for a long time before they see you.

ما الذي يجب أن أقوله للطبيب؟

قبل أن يعالج الطبيب سيأسكم عن حالتك الصحية العامة و عن تاريخك الصحي. الطبيب سيأسكم استماعًا حول:

• أي آلام أو أصابات تعرضت لها في الماضي.
• كيف تم علاجها.
• والحساسيات التي يمكن أن تكون لديك.

الإجابة عن كل الاستماع التي يطرحها الطبيب مهمة جدا حتى يمكن من التشخيص الصحيح والعلاج المناسب.

يجب أن تحضر الطاقة الطبية عند زيارة للطبيب و كذلك كل الوثائق الطبية التي قد تحتاجها الطبيب.

هل احتاج إلى موعد لرؤية الطبيب؟

في معظم الحالات نعم، لأن الطبيبة الطبية يستعمل نظام المواعيد. يجب أن يكون توقيت المواعيد حسب عدد أفراد العائلة. بعض العيادات تستخدم نظام الاستمساك و من دون موعد سابق أي أنه يمكن أن يكون العلاجية و تنظير دوروك.

مهم جدا أن تحضر إلى المواعيد مع الطبيب.

ماذا يحدث إذا لم أذهب إلى الموعد؟

إذا أخذت موعد مع الطبيب ولم تحضر فقد لا تعطيك موعدا آخر. يجب أن تذهب إلى كل مواعيدك في وقتها.

في حالة عدم استطاعتك الذهاب إلى موعدك إتصل مستقبلي بذلك. و إذا كنت لا تزال بحاجة إلى المدة، يمكنك أن تذهب إلى الطبيب الذي كان يعطى الموعد.

عندما يكون المريض أو الإصابة بحالة إلى تشخيص الطبيب العام يمكن له القيام بتحاليل و من خلال تحليل التحالقات يمكن له أن يرسلني إلى الطبيب الخاص. العلاج عند الطبيب المختص يقرر حسب الحاجة الطبية إلى ذلك.

هام:

هناك قائمة طويلة في انتظار العلاج من قبل الأخصائيين لذلك قد يستغرق وقت طويل ليجيء دوركم.
When are GP surgeries open?

GP services are usually open from 9am to 6pm.

Outside of these times, GP services are available in most towns after 6pm. These services are called “out of hours”. You can use this out of hours service if you need to see a doctor in the evening or at weekends.

The out of hours service is for urgent medical care only and is for public and private patients of GPs who are registered with the individual service. Your GP will have their out of hours information on the answer machine if you ring them outside normal clinic hours. Medical cover from the out of hours service is usually between 6pm and 8am Monday to Friday and 24 hours on Saturdays, Sundays and Bank Holidays.

The out of hours service does not provide routine clinic appointments and, if your medical issue is not urgent you should make an appointment with your GP during normal clinic hours.

What happens when I ring a GP out of hours service?

When you ring the out of hours service in your area a receptionist will take your personal details.

Your call will be referred to a nurse who will ring you back.

The nurse will decide if you need over the phone nursing advice, an appointment with a GP, a house call, a referral to a hospital emergency department or an ambulance.

Clinical decisions or treatments made by the out of hours service are noted in your record and the information is forwarded to your GP to make sure your treatment is followed up if needed.

Is it okay if I ask questions?

Yes, it is important to ask questions. When you go to see your GP or any other health care professional, it is very important that you ask any questions about your medication or treatment before you leave. They will be happy to answer your questions.
Three useful questions you should ask:

What is my main problem?
What do I need to do?
Why is it important for me to do this?

(Taken from Ask Me 3®)

If your GP prescribes medicine to treat your complaint, you will need to take the doctor's prescription, which is a short written document, to a pharmacy (chemist) to get your medicine.

Where do I get medicines?

You get medicines at your local pharmacy (chemist). A pharmacy is a shop where medicinal drugs are prepared and sold. A lot of medicines need a prescription from a GP. Pharmacists can provide information on other ‘over the counter’ medicines that don’t need to be prescribed. Pharmacies are usually marked outside by the sign showing a green cross.

Ask

If you have a prescription, ask your pharmacist (chemist) the following questions:

• How much medicine do I need to take?
• How often do I need to take it?
• Should I take the medicine with food or before I eat?
• What, if any, are the side effects of taking the medicine?
• Where should I keep the medicines (in a fridge or a cool dark place)?

If you have a prescription, ask your pharmacist (chemist) the following questions:

• ما كمية الدواء الذي احتاجه؟
• كم مرة أخذته في اليوم؟
• هل أخذ الدواء مع الاكل أو قبله؟
• ما الاعراض الجانبية للدواء؟
• اين احتفظ بالدواء في الثلاجة أو في طاولة؟
• مكان بعيد عن الضوء والرطوبة؟

What is my main problem?
ما مشكلتي الرئيسية؟

What do I need to do?
ما الذي احتاج فعله؟

Why is it important for me to do this?
لماذا فعل هذا مهم لي؟

(Taken from Ask Me 3®)
Tell:

Make sure you tell the pharmacist (chemist) if you are:

- taking any other medicines,
- have any allergies, or
- have any medical conditions, are pregnant or think that you might be pregnant.

Basic medicines and supplies

In Ireland, at the pharmacy, you can buy basic medicines and supplies like:

- paracetamol;
- cough medicine, and bandages without a doctor's prescription.

Antibiotics

There are strict rules about prescribing antibiotic medication, and these can only be prescribed by a medical doctor or GP. Your pharmacist (chemist) will not let you have antibiotics unless you have a prescription.

Never share or exchange medicines

Never share or exchange prescription medications with others. Prescription medicines are only to be used by the patient they have been prescribed for.

Do I have to pay for medicines that are prescribed?

If you have a Medical Card, you do not pay the full price for medicines that have been prescribed for you, once you move from Direct Provision or Emergency Reception and Orientation Centre (EROC). There is also a Government charge of €2.50 on each item up to a maximum of €25.

You must bring your medical card with you to the pharmacy, along with the money to pay the €2.50 fee for each of the items prescribed.

If you live in Direct Provision, you may not have to pay these charges. However, once you leave the EROC or Direct Provision Centre and move to your home, you must pay.

اذن يمكنك شراء الأدوية الأساسية التالية من عند الصيدلية:

- براستامول;
- رواء السعال و كمادات و بدون وصفة طبية.

المضادات الحيوية

هناك قانون صارم يتعلق بالمضادات الحيوية حيث أن هذه الأدوية لا تباع إلا بوصفة من الطبيب ولا يمكن للصيدلي أن يبيع أيها من غير وصفة طبية.

لا مشاركة ولا مبادلة للأدوية مع مرضى آخرين

لا يصح أن تشاركوا أو تتبادلوا ادوية الوصفة فيما بينكم فالOADIOSIA تصلح فقط لصاحب الوصفة حسب ما وصفت له.

هل يجب ان ادفع ثمن الأدوية المسجلة على الوصفة؟

إذا كنت حاليا متbitset من تقديم البطاقة الطبية فلا تقوم بدفع الثمن الكامل للدواء الموصوف لك. و عند انتقالك من فندق (أو مخيم) اللاجئين ستدفع فقط الرسوم الحكومية والتي تقدر ب 2.50 يورو على كل دواء موصوف لك حيث ان الاجمالي لا يجب ان يتجاوز 25 يورو.

إذا كنت حاليا متbitset من تقديم البطاقة الطبية للصيدلي واتخذ مكبة من المال لدفع 2.50 يورو عن كل 25 يورو عن كل علبة دواء موصوف لك.

إذا كنت حاليا متbitset من تقديم البطاقة الطبية للصيدلي واتخذ مكبة من المال لدفع هذه الرسوم ولكن بعد انتقالك الى بيتك المستقل فانك مجرد على دفع هذه الرسوم عن كل دواء.
Seriously unwell or get an unexpected serious illness

Only go to the emergency department in a hospital if you are:

- seriously unwell,
- unexpectedly seriously unwell, or
- have a serious injury.

They will only treat you if you have one of these. You must go to your GP for all other treatments.

If this is you, then read Part 3 on page 17.

If you are not in immediate danger

If you are not in immediate danger, don’t go to the emergency department unless your GP tells you to go and gives you a letter to give to the hospital staff.

If you go to the emergency department for a non-emergency, expect a very long wait. Staff in the emergency department will work first with patients who need emergency treatment.

Most medical issues can be dealt with by your GP or the GP out of hours service (after 6pm service).
Specialist general services (teeth, eyes, hearing and vaccines) and important staff in the health care system

This part of this guide tells you how to access specialist services for teeth, hearing and eyes. It also tells you about vaccinations and particular staff you might meet who work in the health service.

How do I get dental care?

If your teeth need attention, you can use the adult free dental scheme run by the HSE. It covers a limited range of treatments. To check what is available, you will need to visit a dentist's surgery in your area.

The website www.hse.ie/eng/services/maps will help you find a nearby dentist.

You may have to pay for some dental treatment. However, many dentists offer payment plans to help you spread the payments out.

If your child needs to get their teeth checked, they can visit a dentist using the HSE dental services. These services are usually in local health centres. The staff from the centres go out to schools to check pupils' teeth when they are in 2nd, 4th and 6th classes and to teach them how to look after their teeth. All children up to 16 years of age have access to emergency dental clinics.

How do I know if my dentist provides services for Medical Card holders?

A list of those dentists who treat the holders of medical cards is available from your local health centre, Citizens Information centre or library. It is quite likely that the dentist you normally attend will be on the list.

How do I get treatment for eye problems?

If you are an adult with a Medical Card, you are entitled to a free eye test with an optician and a review appointment every 2 years.

If the optician decides you need glasses, you are entitled to a free new pair every 2 years if you have a Medical Card. If you are a Medical Card holder and are concerned about your eyesight, contact your local health centre to make an appointment with an optician.

We will check your children's eyesight while they are at school.

الخدمات العامة المتخصصة (أسنان، أعين، السمع والتلقيح) و الطاقم المهم في نظام العناية الصحية:

هذا الجزء من الدليل يرشدك إلى كيفية التواصل بالخدمات المتخصصة في الأسنان والعينين وكذلك كيفية التواصل مع العمال المتخصصين في مجال العناية الصحية.

كيف أتيح إلى العناية بالأسنان؟

هل كانت متى حاجة إلى عناية يمكن لك استخدام برنامج الأسنان المجاني للكبار، المتاح من طرف مصلحة خدمات الصحة المحلية؟ كذلك إذا ارتأيت أي شيء متغير من علاج الأسنان عليك أن تصل بخط طبيب الأسنان المجاور.

هذا الموقع الإلكتروني يساعدك على البحث في الأقرب موقع طبيب أسنان.

www.hse.ie/eng/services/maps

كيف يمكنني معرفة فيما إذا كان طبيب الأسنان يوفر خدمات لمن يحمل البطاقة الطبية؟

هناك قائمة لطبيبي الأسنان الذين يتعين باستكمال البطاقة الطبية تجودها في المراكز الصحية المحلية، و مراكز الاستعلامات للطبيبيين والمكتبة.

من المحقون جدا أن يكون طبيب الأسنان موجود على القائمة.

كيف أتًحصل على العناية لمشاكل العين؟

إذا كنت راشدا و لديك بطاقه طبية، فكان حق في فحص مجاني للاعيين.

و يمكن مراجعة ذلك كل سنين.

إذا الطبيب رأى أنك بحاجة إلى نظارات فكان حق في الحصول على نظارات مجانية كل سنين شرطا أن تكون باستطاعتك أن تまま البطاقات الطبية.

إذا كنت تعاني أو لديك مشاكل بالعيون، فلى الاتصال بالمركز الصحي المحلي لأخذ موعد مع الطبيب.

ستقوم بفحص نظر الأطفال عندما يكونون في المدرسة.

المساعدة السمعية
Hearing aids

Medical card holders are entitled to free hearing aid services from the HSE. If you want to get a hearing aid on your medical card, you must get your GP to sign a form saying you need one. You will need a full medical card, as you cannot claim a free hearing aid on a GP only card.

Aids and appliances

If you are a medical card holder, the HSE will help you with the cost of buying any medical or surgical aids and appliances that you need. This includes such things as a wheelchair or walking aid. If you do not have a medical card, you may still get some financial help from the HSE if you cannot afford to buy aids and appliances that you need for your medical treatment. Please Contact Disability Services in your local health office for details.

How do I or my children get the vaccinations they need?

There is a programme of vaccination in Ireland. Vaccinations can help to protect you and your family against certain diseases. You can discuss any questions or concerns with your GP or public health nurse. Vaccines need to be given when your child is at the right age so as to protect them.

Young children are most at risk of getting some infectious diseases and need to be protected as early as possible. Your child needs a number of vaccines to get the best protection, so it is important to complete the course of vaccines.

You will be asked to consent to receive (get) vaccinations for yourself and any children under the age of 18 in your care. Vaccinations for children are free.

What is consent?

In Ireland, you will also be asked for your consent (agreement) for surgery and treatment. It is very important that you understand your choices and what it means to consent to have a procedure, treatment or vaccine. Please ask medical staff to explain in detail what consent means for different procedures and treatments. If you do not understand, ask if an interpreter can be provided for you.

What if I don’t speak English?

If you don’t speak English please tell the medical staff and they will arrange an interpreter for you.
In Case of Emergency (ICE)

Health care staff will ask you to provide contact details for:

- your spouse or a family member like a close blood relative such as your brother or aunt, or
- a person you know that they can contact if you need help.

In an emergency, we will ask you for these contact details. We keep this information in our records. We treat this information as private and confidential. ICE contacts should be adults known to you that you trust to receive important information.

- Please put an ICE (in case of emergency) contact number on the contacts list in your mobile phone.
- If you think it would help in the case of an emergency, you might keep the following text message on your phone in English for medical appointments:

My name is ________________, my date of birth is ________________. I speak Arabic (or another language), and I need an interpreter please.

You may also find it useful to put this message in your phone in English in case you get lost:

Hi, My name is ________________. I am new to Ireland and I am lost.

My address is ________________________________
______________________________________________
What other health professionals might I meet?

When you use our health system, you will meet doctors, pharmacists and other professionals. Other professionals you might meet include occupational therapists, physiotherapists and public health nurses.

Occupational therapists and physiotherapists

If you have difficulty standing, walking or moving, or if you are recovering from an injury, you may be given an appointment with an occupational therapist or physiotherapist.

Public health nurse

A public health nurse may come to see you or make an appointment at a local clinic. Public health nurses mainly look after:

- babies;
- new mothers; and
- older people.

If you get a visit from a public health nurse or an occupational therapist, this is usually as a result of your name being given to them by the HSE following your visit to a GP or hospital. You can get more information about these services from your local HSE health centre, your GP or online at: hse.ie/eng/services/list/2/PrimaryCare
Part 3: What to do in an emergency

What do I do in an emergency?

In an emergency, you have two choices. You can:

• ring 999 or 112 (it’s free) and ask for an ambulance; or
• go to your nearest emergency department in the hospital.

1. Ring for help (999 or 112)

If you ring one of these numbers you can call for an ambulance. These numbers can also be used to call the gardaí (police), fire service, lifeboat, coastal and mountain rescue services.

If you ring for an ambulance, try and have the following information ready when you speak to the emergency call operator:

• name of sick or injured person and their date of birth;
• a description of what is wrong with the person (type of injury);
• any medical conditions or allergies that you know of), and;
• where you are.

When the ambulance arrives, it helps if you are able to tell the ambulance people the name of the person’s GP and a list of medications the person is taking.

Don’t worry if you can’t do this.

When you ring emergency services, the staff there will ask you to stay ‘on the line’ (this means stay on the phone) and, if they think it helps, they will advise you about what to do.

The operator on the emergency services phone line may also be able to provide an interpreter if you need one.

Sometimes a rapid response person may arrive to offer help before the ambulance arrives.

Go to the emergency department in a hospital

In an emergency where you or someone you know has a serious and unexpected illness or injury, you could go to the emergency department in a hospital.
The HSE was set up by the Irish Government. It is responsible for delivering public health care services in Ireland. HSE stands for Health Service Executive.

In the HSE, we want to give you the best possible care and treatment. There may be times, however, when you think we could do better and sometimes you may even want to tell us about something we have done well.

Whatever age you are, you have rights when it comes to your health including:

- the right to have your say and be listened to;
- the right to complain if you are not happy about something we have done.

We want you to tell us if you have a comment, compliment or complaint about your health care. For information on how to make a comment, compliment or complaint, please visit:

[www.hse.ie/eng/services/yourhealthservice/feedback/Complaint/](http://www.hse.ie/eng/services/yourhealthservice/feedback/Complaint/)

We hope you found this guide useful
**Get more information**

You can get lots of further useful information on the following web links:

<table>
<thead>
<tr>
<th>Website</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.hse.ie">www.hse.ie</a></td>
<td>The Health Service Executive provides health services in Ireland, the websites below are all part of the HSE and will give you further information on those services and supports.</td>
</tr>
<tr>
<td><a href="http://www.hse.ie/eng/about/Who/primarycare/socialinclusion/about-social-inclusion/translation-hub">www.hse.ie/eng/about/Who/primarycare/socialinclusion/about-social-inclusion/translation-hub</a></td>
<td>Translated documents on common health concerns and other topics as well as access to online health apps.</td>
</tr>
<tr>
<td><a href="http://www.immunisation.ie">www.immunisation.ie</a></td>
<td>Information about vaccination.</td>
</tr>
<tr>
<td><a href="http://undertheweather.ie">undertheweather.ie</a></td>
<td>Health education and management of minor illnesses.</td>
</tr>
<tr>
<td><a href="http://www.yourmentalhealth.ie">www.yourmentalhealth.ie</a></td>
<td>Supports and education for your mental health.</td>
</tr>
<tr>
<td><a href="http://www.medicalcard.ie">www.medicalcard.ie</a></td>
<td>Medical card online service.</td>
</tr>
</tbody>
</table>

**Important contact details**

<table>
<thead>
<tr>
<th>Details</th>
<th>Arabic Details</th>
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</thead>
<tbody>
<tr>
<td><strong>Doctor:</strong></td>
<td><strong>الطبيب:</strong></td>
</tr>
<tr>
<td><strong>Local health office:</strong></td>
<td><strong>المكتب الصحي المحلي:</strong></td>
</tr>
<tr>
<td><strong>Public Health Nurse:</strong></td>
<td><strong>مراقبة الصحة العمومية:</strong></td>
</tr>
<tr>
<td><strong>Accident and Emergency Department:</strong></td>
<td><strong>مصلحة حوادث و الطوارئ:</strong></td>
</tr>
<tr>
<td><strong>Out of hours GP Service:</strong></td>
<td><strong>طبيب الخدمات الخارجية:</strong></td>
</tr>
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