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.

It also gives you information about some staff you may meet in the health system. Part 2 begins on page 9.

Part 3 tells you what to do in an emergency. Part 3 begins on page 12.

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 ask for help at your local health centre to help you with it. You can also get more information online at www.hse.ie or

Callsave: 1850 24 1850
Phone: 041 685 0300
Email: hselive@hse.ie

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Part 1: How to access different types of health care and how the system works

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

You need the following information to apply for a medical card: name, address, date of birth, Personal Public Service Number (PPSN), social welfare payment information and GP (doctor) acceptance and signature.

Three months before a medical card expires (can’t be used any more), there will be a review to see if a person still qualifies for the medical card. But, the HSE can review if a person qualifies for a medical card at any time.

If you are over 70 you will also need to apply for a medical card.

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. Protection applicants get the card for a year. The HSE will write to remind you to renew your card. Please ensure that you complete and return these forms to renew your card.

If you are over 70, you will need to apply for a medical card just once.

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.

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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.
When checking if you qualify for a card, the HSE will ask you for your consent to contact other departments.

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?

This will depend on how unwell you are.

A little unwell

Mind yourself: Ask local pharmacists (chemists) for advice or follow previous advice given by medical professionals, for example take paracetamol. (See page 6)

Unwell and need medical advice or care

Ring your local GP (doctor) or out-of-hours doctor's service and make an appointment to see them. (See page 7)

Seriously unwell or have an unexpected or serious illness

Ring your local GP (doctor) or out of hours doctor's service and make an appointment. You may then need to go to the emergency department or local injury unit. 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 Local Injury Unit (LIU) or hospital's emergency department (often called 'ED' or A and E). (See pages 7 and 12).

The following pages give you more detail on each of the above options.
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 14).

Take care of yourself and your loved ones

You can take care of yourself and and others you may be looking after by:

- eating a healthy diet
- drinking plenty of water
- taking regular exercise
- wearing 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 10-11.) A pharmacy is a shop where medicinal drugs are prepared and sold.

Get more information

We have a very good website

www.undertheweather.ie 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 if you need it.
If you feel that you need medical advice, 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. You can ask about the doctor’s fee when you are making your appointment.

GPs deal with general health and 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
- give you a prescription – a document which allows chemists to provide medicines that are only available when a doctor says you need them
- advise you on mental health supports available if you’ve been feeling sad or worried about things

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 urgent treatment, they will give you a referral letter for the hospitals Local Injury Unit (LIU) or emergency department (often called ‘ED’ or A and E).

If your case is not urgent but you need expert treatment, your GP will give you a letter or send a letter to the hospital to get an appointment with a medical specialist – usually a specialist hospital doctor who can provide the right advice and treatment, but there may be a wait time for this appointment. 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. If you do not speak English, ask if you can get an interpreter.

Unwell and need medical advice
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
- any allergies you may have
- what medications you take

Please 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 clinics/doctor’s offices 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 be on time for appointments. If you cannot go to your appointment, please tell the clinic/driver so that the appointment can be given to another person. You can telephone the clinic/driver 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.

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چه جزئیات به پزشک عمومی خود بگویم؟

قبل از اینکه پزشک عمومی بتواند شما را معالجه کند، باید از شما در مورد سلامت عمومی و سابقه پزشکی شما سوال کند.

• فرمول: شما زشک از شما سوالات خواهند کرد در مورد:

  • غیر بهبودی و آسپرسهایی که داشتید اید
  • چگونه آنها درمان شد
  • افزوده شما ممکن داشته باشید
  • پزشکی چه دارویه شما استفاده کرده

لطفاً به تمام این سوالات که پزشک می‌پرسد پاسخ دهید این به آنها کمک می‌کند تا در مورد تشخیص و تصمیم‌گیری از روی درمان صحیح کار بپیوند.

شما باید کارت پزشکی خود را به پزشک عمومی پیاوپید و اگر فکر می‌کنید به پزشکی کمک می‌کند، اطلاعات پزشکی یا سابقه بخیر را نیز به همراه داشته باشید.

ایا می‌باشد جملات منابع دیگری با پزشک نیاز دارد؟

در بیشتر شرایط، بهتر است پزشک عمومی از قرار ملاقات استفاده می‌کند. پزشکی استفاده یا انتی‌گریه با درمان، فقط برای یک عضو خانواده انجام می‌شود. گر برای دیدن دو یا چند مورد به پزشک عمومی نیاز دارید اشباع، پزشکی با یک ترتیب قرار ملاقات دهید.

به عنوان مثال، کلینیک کلینیکی شاخص، تنها به موارد نیاز دارد را برنامه‌ریزی می‌کند.

 وقتی قرار ملاقات بیمار مهم است.

گر نتوانید به قرار ملاقات بروم چه اتفاقی می‌افتد؟

آگر قرار ملاقات پزشکی به شما نپیامده می‌شود و مراجعه کنید، ممکن است قرار ملاقات دیگری به شما پیشنهاد نشود. برای قرار ملاقات می‌باید به موقع باشد.

آگر نمی‌توانید به قرار ملاقات خود بروید، لطفاً به پزشکی اطلاع دهید. قرار ملاقات شما به شخص دیگری می‌دهد. می‌توانید با کمکشک/ پزشکی تماس بگیرید. پزشکی ممکن است شما را به پزشکی مختص در بیمارستان بفرستد.

هنگامی که بیماری پایدار دیدگی لازم است بررسی شود، پزشک عمومی ممکن است نشانات پزشکی را انگاج دهد! در نظر داشته تبیه، آنها ممکن است شما را به یک پزشکی مختص در بیمارستان بفرستند.

درمان توسط متخصص براساس نیاز پزشکی است.

مهم

کلیه انتظار برای بیمار دیدگی مختص باید دارد. این ممکن است به این بیانی که شما باید مدت‌ها منتظر می‌مانید تنها شما را بپیوند.
When are GP surgeries open?

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

Outside of these times, GP services are available for emergency consultations in most towns after 6pm. These services are called “out of hours”. You may wish to check with your local service where and when you can access their surgery and arrangements for out of hours. You can use this out of hours service if you need to see a doctor urgently in the evening or at weekends.

The out of hours service is for urgent medical care only. Your GP will have their out of hours information on the answer machine if you ring them outside normal clinic hours. This 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 sent to your GP to make sure your treatment is followed up if needed.

Is it okay if I ask questions?

Yes, 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:

<table>
<thead>
<tr>
<th>What is my main problem?</th>
<th>مشکل کلی من چیست؟</th>
</tr>
</thead>
<tbody>
<tr>
<td>What do I need to do?</td>
<td>من چه کاری باید بکنم؟</td>
</tr>
<tr>
<td>Why is it important for me to do this?</td>
<td>این برای من چرا مهم است که باید انجام بدهم؟</td>
</tr>
</tbody>
</table>

(Taken from Ask Me 3®)

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If your GP (doctor) prescribes you medicine, take the prescription (short document) to a pharmacy - also called 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 (doctor). 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)?

- اگر پزشک عمومی برای شما داروی تجویز میکند، دارو را مصرف کنید نسخه (مدیرک ساخته دارویی) نیز نامیده میشود دارو ساز باید داروهای شما را تهیه کند.

- شما داروها را در داروخانه محلی خود بهدست اورده اورده‌اید از زیاد نیاز به نسخه از یک پزشک عمومی. داروسازان می توانند در مورد سایر داروهای “بدون نسخه” که نیازی به تجویز ندارند اطلاعات ارائه دهند. دارویی‌ها هم معمولاً که بیرون با علامت صلیب سبز مشخص شده اند. شما باید از کجا داورها را پیدا بکنید؟

- اگر شما نشخه داردویی ساخته‌اید از داروساز خود بپرسید. سوالات زیر از داروساز:
  - من باید به چه مقدار دارو بگیرم؟
  - جنین وقتی که از نیاز ایا بررسی می‌کنیم؟
  - ایا داروها را همانا با غذا و یا بعد از غذا خوردن مصرف کنم؟
  - در صورت هر نوع تاثیر جانبی دارو که کار باید بکنم؟
  - ایا داروها خود را می‌باید در کجا اگه‌داری کنیم؟

- (در بیچال، یا یا جای سرد و نازیر؟)
بگو:
در این موارد مهم توجه کردن به داروساز اطلاع داده اید:
• که شما داروهای دیگری میگاهی را استفاده میکنید.
• شما داروها را در داروخانه خود خریداری کنید.
• شرایط‌پزشکی دارد، باردار هستد یا فاکرتراک می‌گیرید ممکن است باردار بشد.

داروها و وسایل اساسی
در داروخانه شما می‌توانید داروهای اساسی و غیره مواد را خریداری کنید:
• پاراsonoتامول
• دارو سرفه، و باند بدون نسخه ای پژوهش
• ممکن است برای شما عفونت خاصی که می‌دارد کمی دارویی بدون نسخه برای درمان بیماری‌های جزئی مانند پاراsonoتامول تجویز کنید.

انبیوئیک ها
برای تجویز دارو انبیوئیک قوانین سخت گیرانه وجود دارد، و این فقط می‌تواند توسط یک پزشک عمومی تجویز گردد. داروساز شما اجازه نخواهد داد تا انیبیوئیک را خریداری کنید تا که نسخه پژوهش ندارانه باشید.

هیچ‌گاه داروی خود را عوض و یا با اشتراع نگارید
هیچ‌گاه داروی تجویز شده به خود را کسی عوض و یا با سهیم نسازید. داروها تجویز شده فقط برای استفاده بیمار که برایش توصیه گردیده است می‌باشند.

ایا من باید داروی که برایم تجویز شده اند بیایم؟
با داشتن کارت پزشکی شما نیاز به پرداخت قیمت کامل داروهایتان را ندارید. اگر از یک مرکز اسکان به خانه خود نقل مکان کرده اید و کارت پزشکی دارید، باید هزینه دارو را برای رهس-talk کرده اید. شما باید کارت پزشکی خود را به هزینه مالی برای پرداخت هزینه را از موارد تجویز شده به همراه هزینه خود به داروخانه پیوروردی.

Do I have to pay for medicines that are prescribed?
With a medical card you do not pay the full price for medicines that have been prescribed for you. If you moved from an Accommodation Centre to your home and have a medical card, you have to pay the Government fee per medicine. You must bring your medical card with you to the pharmacy, along with the money to pay the fee for each of the items prescribed.

If you live in an Accommodation Centre, you may not have to pay these charges. However, if you lived in an Accommodation Centre and move to your home, you must pay the charges.
Only go to the emergency department in a hospital if you are:
- seriously unwell
- unexpectedly seriously unwell
- have a serious injury and are unable to get to a GP in time

The emergency department will only treat you if you have one of these situations. You must go to your GP (doctor) for all other treatments.

If you have an emergency and are in immediate danger, read Part 3 on page 18.

If you are not in immediate danger, go to your doctor

If you are not in immediate danger, do not go to the emergency department unless your GP tells you to and gives you a letter for 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).
من چگونه از دندان مراقبت کنم؟

اگر دندان‌های شما نیاز به توجه داردند، می توانید از طرح دندان پزشکی زیرگرایان HSE استفاده کنید. اگر شما کارت پزشکی داشته باشید، این طیف محدودی از دندان‌های شما را پوشش می دهد. برای رسیدگی موارد موجود، باید به یک جراح دندان پزشک در منطقه خود مراجعه کنید.

وب سایت www.hse.ie/eng/services/maps هم شما در يافتندن پزشکی در نزديکی کمك می کند.

ممکن است مجبور شوید هزینه برخی از درمان‌های دندان پزشکی را پرداخت کنید. برای دسترسی به خدمات پزشکی رازدها، شما می توانید به عنوان کارگر به شما در گسترش پرداخت‌ها ارائه می‌دهید.

خدمات کودکان

همه کودکان تا 16 سال می توانند به کلینیک‌های دندان پزشکی اورژانس در خدمات دندان پزشکی HSE دسترسی پیدا کنند. برای مشاوره در مورد نحوه دسترسی به درمان اضطراری، لطفاً با کلینیک محل شما تماس بگیرید.

در بعضی از کلینیک‌ها خدمات پیاده روی انجام می شود و برای برخی دیگر شما باید برای مراجعه به پزشک حاضر شوید. هزینه رایگان درمان‌های اضطراری در کلینیک HSE مورد پذیرش قرار می گیرد.

کودکان مبتلا به کمک‌یابی نیازمند در کلاس‌های 2، 4، 6 و 8 می‌توانند در درمان‌های ارتودنسی شرکت کنند. افراد مبتلا به خدمات دندان پزشکی متخصص (خدمات ارتودنسی) نیز ارجاع داده می‌شوند و رویکرد اصلی درمان خواهند شد.

چگونه می‌توان فهمید که دندان پزشکی برای دانشگاه کارت‌های دندان‌پزشکی خدمت‌های دندانی را ارائه می‌دهد؟

این ممکن است از دندان پزشکی که دانشگاه کارکنانش را پزشکی را مراجعه می‌کنند، یا در مرکز میانه‌ای مشترک با کلینیک‌های ارائه‌دادن خدمات پزشکی را پذیرفته‌اند. امکان تحصیل در دانشگاه پزشکی به شما مراجعه کردن، رقابت در لست خواهد بود.

در این قسمت از این راهنما اطلاعات از مورد خدمات تخصصی (درمان‌های دندان پزشکی، چشم‌پزشکی، سمعک، واکسیناسیون) به شما ارائه می‌شود. همچنین به شما در مورد کارکنانی که ممکن است در سیستم بهداشت با آنان ملاقات کنید، کمک می‌کند.

قسمت: قسمت دوم

در پارسی: قسمت دوم

This part of this guide gives you information about specialist services (dental treatments, eye tests, hearing aids, vaccinations). It also tells you about staff you may meet in the health system.

How do I get dental care?

If your teeth need attention, you can use the adult dental scheme run by the HSE (provided by the HSE for free if you have a medical card). 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.

Children's services

All children up to 16 years of age can access emergency dental clinics in the HSE Dental Service.

For advice on how to access emergency treatment, please contact your local clinic.

Some clinics have a walk in service and for others you need to make an appointment to examine their teeth.

Children in primary schools will usually be offered an appointment in 2nd, 4th and 6th class. Any necessary treatment will be provided. They will also be referred to specialist teeth services (orthodontic services) if needed and they qualify for these services.

How do I know if my dentist provides services for medical card holders?

A list of dentists who treat the holders of medical cards is available from your local health centre, Citizens Information centre or library. It is likely that the dentist you go to 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.

If you are worried about your child’s vision or their eyes, and they are:

• in pre-school - contact the public health nurse or GP
• in primary school - contact the school nurse or GP.

School screening happens in junior infants and for all new entrants. They may send your child to a special eye doctor (an Ophthalmologist).

• in secondary school - contact your GP

In an emergency, contact your GP / out of hours service / Emergency Department.

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

The HSE provides a wide range of medical and surgical aids and appliances, such as wheelchairs and walking aids. These are free of charge to medical card holders and people on the Long Term Illness Scheme. You need to be assessed by a relevant health professional.

Each Community Healthcare Organisation (CHO) uses the same way to give funding for medical and surgical appliances. Sometimes, you may be put on a waiting list for applies as this service is very popular.

من چگونه مشکلات چشم خود را دریمان کنم؟

اگر فرد بالغ و دارای کارت پزشکی هستید، هر 2 سال یک بار حق آزمایش رایگان چشم با یک متخصص چشم و مورور قرار ملاقات را دارید.

اگر متخصص چشم تصمیم بگیرد که به عینک نیاز دارید، اگر کارت پزشکی دارید هر 2 سال یک بار حق عینک رایگان دارید. اگر یک دارنده کارت پزشکی هستید و نگران بینایی خود هستید، با یک مركز بهداشت محلی تماس بگیرید تا با یک چشم پزشک وقت بگیرید.

اگر نگران دید کودک باشید یا هستید و اما این موارد هستند:

• با پیش دبستانی - با پرستار بهداشت عمومی رایگان تماس بگیرید.
• در دبیرستان - با پرستار مدیریت پزشک عمومی تماس بگیرید.
• در مواد اضطراری، با پزشک عمومی/ خارج از ساعت خدمات/ بخش اورژانس خود تماس بگیرید.

سمعک

دارندگان کارت های پزشکی از خدمات HSE رایگان برخوردار هستند. اگر می خواهید سمک را در کارت پزشکی خود دریافت کنید، باید پزشک عمومی خود را برای امس افرم فرم کت داده که به اثر نیاز دارید. شما باید کارت پزشکی کامپ نیاز خوده خواهید داشت. زیرا نمی توانید سمک رایگان را فقط در کارت پزشک عمومی بخواهید.

کمکها و لوازم خانگی

دامنه وسیعی از کمک ها و سیلات پزشکی و جراحی مانند صنعتی های کارخانه و سیلات کشکی را برای افراد صدایی در نظر می گیرد. این موارد برای دارنده های کارت پزشکی و افرادی که در طرح مبادرات طولانی مدت قرار دارند، رایگان است. شما باید توسط یک متخصص بهداشت مرتب راه اندازی شود.

هر سازمان بهداشت جامعه (CHO) از روش مشابهی برای تمایل بودجه برای سیلات پزشکی و جراحی استفاده می کند. گاهی اوقات، ممکن است می‌توانید لست تغییر برای اعمال قرار گیرید. زیرا این خدمات بسیار مشهور است.
How do I or my children get vaccines we need?

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.

It is important your children get their vaccines on time to protect them and other children who are too young to be fully vaccinated.

Your child needs to get vaccines at the right age to protect them. They need a number of vaccines - not just one. If your child got vaccinated before you moved to Ireland, speak to your doc.

Pregnant women should get the flu vaccine and the pertussis vaccine to protect against flu and whooping cough.

You will be asked to consent to receive (get) vaccinations for yourself and any children under the age of 16 in your care.

Vaccinations for children are free.

What is consent?

You will also be asked to give informed consent (agreement) for surgery and treatment. You need to 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.

What if I don’t speak English?

If you don’t speak English, please tell the medical staff and ask if an interpreter can be arranged for you.
In Case of Emergency (ICE)

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

- your spouse or a family member 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. In case of emergency (ICE) contacts should be adults you know and trust.

- Please put an ICE contact number on the contacts list in your mobile phone.
- Consider keeping 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. |

(If I cannot speak) please contact the following person:

| Relationship: _____________________________ |
| Location (address): ______________________ |
| Phone / email details: _____________________ |

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 ______________________________ |
| __________________________________________ |
| __________________________________________ |
| __________________________________________ |
| __________________________________________ |
| My eircode is: ______________________________ |

In Case of Emergency (ICE)

كواركان مرقابات هياء بهداشتی از شما در مورد ارایه اطلاعات تماس نقضا می‌کنند:

- همسر و یا عضوی خانواده شما
- فردی که شما می‌خورید آنها می‌توانند در حالت نیاز به کمک تماس بگیرند.

در یک حالت اطواری، ما برای ارایه اطلاعات تماس نقضاً خواهیم کرد. ما این اطلاعات را در سوابق خود نگهداری می‌کنیم. ما به این اطلاعات به شکل صوصی و محرم نگاه می‌کنیم. در حالت اطواری (ICE) قرائن تماس با باغ و مورد اعتماد شما باشد.

- لطفاً یک شماره تماس بخش ICE را در تلفن نیز بپذیر.
- برای فوریت ملاقات‌های پزشکی در نظر داشته باشید که پیام متنی زیر را به زبان انگلیسی در تلفن خود داشته باشید:

ام من است ____________________________ 
تاریخ تولد من است ____________________________ 
من به زبان عربی (و یا زبان دیگری) صحبت می‌کنم، و من نیاز به یک مترجم دارم.

اگر از صحت کرده نتوانم، لطفاً با افراد زیر تماس بگیرید:

افراد: ____________________________
ارتباطات / وابستگی: ____________________________
موقفت (آدرس): ____________________________
تلفن / جزئیات ایمیل: ____________________________

همچنین ممکن است برای شما مفيد باشد که در صورت گم شدن این پیام را در زبان انگلیسی در تلفن خود قرار دهید:

سلام، نام من است ____________________________
من به ایرلند جدیداً آمدم و خود را گم کرده ام. 
افراد من است ____________________________
 ____________________________
 ____________________________
 ____________________________
 ____________________________
من است: ____________________________
eircode
What other health professionals might I meet?

When you use our health system, you will meet doctors, pharmacists and other professionals:

- Occupational therapists
- Physiotherapists
- Public health nurses.

(see below for details of what these people do)

Occupational therapists and physiotherapists

If you have difficulty standing, walking or moving, or if you are recovering from an injury, you will likely get 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 and children
- new mothers
- older people

If you get a visit from a public health nurse, community general 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

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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 a free phone call) 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.

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
• where you are and your eircode (if you know it)

If you can, 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 tell you 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 (a person with medical training to help you) may arrive to offer help before the ambulance arrives.
2. Go to the emergency department in a hospital

در شرایط اضطراری که شما یا یک میان بیمار یا در جراحات جدی
و غیرمنتظره ای دارید، می توانید به بخش اورژانس دیگر بروید.
اگر می خواهید با شخصی از طریق تماس از مورد احساس خود صحبت
کنید با یکی از دو خدمات تلفنی زیر تامس بگیرید.

خطرات خودکشی

اگر شما یا شخصی که می دانید این در مورد چه است، با شماره
999 یا 112 تامس بگیرید به خود و یا فرد دیگری اسیب برساند.

پرونده سلامت روانی

بیماران سلامت روان را اغلب می‌نگری که بیماری احساسی نمی کنید
توانایی کار آمده یا چکیده وضعیت خود را دارد.
در شرایط بحرانی، یک در اسرع وقت کمک بگیرید.
یک پزشک عمومی می‌تواند در حالی بیماران به کمک شما یک‌تا یک
می‌کند است، از شخصیت ناقصی کمک که شما بپیماید.
به بخش اورژانس بیمارستان می‌توانید خود برود یا آنها تامس
www.hse.ie/eng/services/maps/ گیرید.
خط اطلاعات YourMentalHealth یک سرویس تلفنی است که می تواند در هر زمان با آن تامس بگیرید.
یکی از اعضای آن می تواند به شما در مورد:

- بتیبایی و خدمات بهداشت روان در استمانت اطلاع ارائه کند.

- نحوه استفاده به خدمات مختلف ارائه شده در تامس HSE و شرکای

- ساعت کاری تلفن

- راهان: 888 111 1800

خط اطلاعات YourMentalHealth برای اطلاعات پیشتر به سایت
www.yourmentalhealth.ie مراجعه کنید.
Other phone supports

If you want to speak to someone over the phone about how you are feeling call 1 of the two phone services below.

Samaritans
The Samaritans telephone service is available 24 hours a day. They provide a listening service to anyone who needs it, no matter what you are going through.

For confidential, non-judgmental support:

- Freephone: 116 123
- Email: jo@samaritans.ie
- Visit www.samaritans.ie for details of the nearest branch

Pieta House
They provide support for people who are suicidal and people who self-harm.

- Freephone: 1800 247 247
- Text HELP to 51444 – standard message rates apply

ChildLine

- Freephone 1800 66 66 66
- Free text the word Talk to 50101

Face-to-face support

For face-to-face support contact your GP.

Urgent help

Call 999 or 112 and ask for the ambulance service if you or someone you know needs emergency help.

There may be other local health supports, including mental health supports, in your area.

Visit www.yourmentalhealth.ie for more information.
Who we are...

The HSE is responsible for delivering public health care services in Ireland. HSE stands for Health Service Executive. It was set up by the Irish Government.

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/

We hope you found this guide useful

The information in this book, including the resources and links, does not replace medical advice from healthcare professionals such as your nurse, public health nurse, GP or obstetrician.

Everyone is different.

Always talk with a healthcare professional to give you the medical advice and care you need.

We have made all efforts to make sure this guide is up to date in terms of medical advice. But, with so many changes happening in healthcare, this is difficult. We will update this guide again to include new information when we print it again.

We hope you found the information helpful and wish you a good experience using our health system.
## Get more information

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

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<tr>
<th>Website</th>
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<tr>
<td><strong><a href="http://www.hse.ie">www.hse.ie</a></strong></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><strong><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></strong></td>
<td>Translated documents on common health concerns and other topics as well as access to online health apps</td>
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<td><strong><a href="http://www.immunisation.ie">www.immunisation.ie</a></strong></td>
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