**HSE Twitter Policy**

 **Who we are**
[@hseprimarycare](http://www.twitter.com/hselive) is the official Twitter account of the Primary Care Division of the Health Service Executive, Ireland. You can see our profile and our tweets at [www.twitter.com/hseprimarycare](http://www.twitter.com/hseprimarycare)

If you follow us, you can expect tweets covering some or all of the following:

* News and events of note from the HSE Primary Care Division
* Event information and occasional tweets from conferences and meetings
* Alerts about new content on our website
* Other practical information on services available from the HSE Primary Care Division
* During some emergencies or public health outbreaks, status updates for the public, media and other advocates

Other HSE accounts include:

@hselive – HSE official site
[@hpscireland](http://www.twitter.com/hpscireland) ‐ Health Protection Surveillance Centre
[@communitygames1](http://www.twitter.com/CommunityGames1) – HSE Community Games
[@thinkjohnny](http://www.twitter.com/thinkjohnny) – the HSE’s Think Contraception campaign

**RTs ≠ Endorsement**
Retweets of content don’t mean the HSE Primary Care Division endorses that tweet. The HSE Primary Care Division will retweet tweets from other accounts from time to time, but this should not be considered an endorsement of the content or the account. We will RT if we think our followers may find the information of interest or relevant to health, wellbeing or personal social service topics.

**Who we follow**
If you follow us, we will not automatically follow you back. Sometimes we’ll follow you so that we can exchange Direct Messages.

**@Replies and Direct Messages**
We welcome feedback from our followers and will try to join the conversation where possible. We are happy to respond, where relevant, to queries from the public about how to access health services, but regret we cannot reply to all comments and queries. Our replies to tweets will often refer you to the relevant health service or facility to your query.

We usually check Twitter once daily, however sometimes due to workflow and staff resources; we may not see a tweet for several hours. For this reason, please don’t use twitter for any urgent queries about care services.

The best way to ask a question about any of the services provided by the Health Service Executive is through our HSE infoline. Contact the HSE infoline from 8am to 8pm, Monday to Friday and 8am - 4pm Saturday. Callsave 1850 24 1850 Email infoline1@hse.ie

If you have a comment or a complaint about a HSE service, the best way to send this electronically is by email to yoursay@hse.ie or via [www.hse.ie](http://www.hse.ie)

If you have a media query, these are to be emailed to press@hse.ie or you can call the HSE Press Office on 01 635 2840.

**Data Protection**
Please do not include personal/private information in your tweets or direct messages to us. This is for the protection of your personal data and private information.

**Availability**
Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to Twitter downtime