

# Your Guide to



Medical Cards

GP Visit Cards

Drugs Payment Scheme

Long Term Illness

Hepatitis C - Services

European Health Insurance Cards



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Printed February 2007



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

For information on health  
services and entitlements,  
Call the HSE Infoline:  
Monday – Saturday 8am to 8pm  
**Call Save 1850 24 1850**  
**e-mail: [info@hse.ie](mailto:info@hse.ie)**

Information on health services is also  
available from:  
Citizens Information Centres  
**Lo-Call 1890 777 121**  
**[www.citizensinformation.ie](http://www.citizensinformation.ie)**  
Free and confidential service

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**Please Note**

This booklet is intended as a general guide to Community Schemes and Services provided by the HSE. It does not purport to be a legal interpretation of conditions governing entitlement to these schemes or services.

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I am delighted to introduce this Guide to Health Service Executive (HSE) Card Services and Schemes, which provides simple and clear information on the fundamental benefits available from the HSE.

One of the most important issues in today's Health Service is that of access, and it is resources like this booklet which should serve to improve access to basic services, by providing answers to questions like – What am I entitled to? How can the HSE help me?

Everyone resident in Ireland is entitled to benefit from at least one of the schemes described in this booklet, and all are designed to make the cost of health care more affordable for all.

I would like to gratefully acknowledge the partnership of Comhairle in the production of this booklet, which in addition to our own Health Centres and Local Health Offices, will also be distributed to every Citizen's Information Centre in Ireland.

Remember your Local Health Office is your first port of call for any further information about our services, and you will find a list of our 32 Local Health Offices at the back of this booklet.

Laverne McGuinness  
National Director  
Primary, Community and Continuing Care  
Health Service Executive

## 06 Health Services in Ireland

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We all need to use the health service at some point in our lives, but may not know where to start or what help we are entitled to.

The Health Service Executive (HSE) runs Ireland's public health and personal social services. We have produced this booklet to provide clear and detailed information about some of the main schemes and services we provide.

Everyone living in Ireland is entitled to certain services either free of charge or at a reduced cost.

To be eligible for public health services, you must be ordinarily resident in Ireland. This means that you have been living here for a minimum of one year or that you intend to live here for a minimum of one year.

GP services are free to people who have a current Medical Card or a GP Visit Card.

If your GP decides that you need to see a hospital consultant for a condition, you can be referred to a consultant in a public hospital without any charge.

If you are treated as a public patient in hospital, the only charge to you will be a nominal in-patient overnight charge, for up to the first 10 nights. Medical card holders are exempt from these charges.

There is a charge for visiting Accident and Emergency Departments, but if you are referred by your GP or you hold a current medical card, there is no charge.

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All expectant mothers are entitled to free Maternity Care and Public Health Nurse visits up to six weeks after a baby is born.

Children in primary schools are offered dental checks and may be referred for treatment. All children can avail of their required childhood immunisations free of charge from a GP.

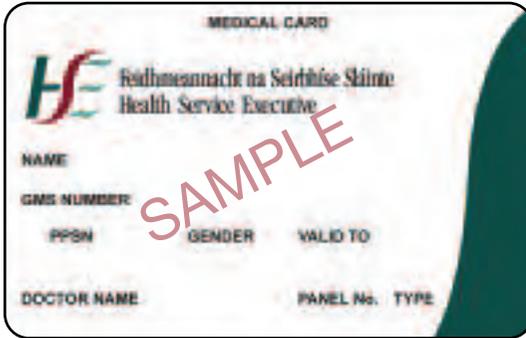
On the back pages of this booklet, you will find contact details for all the 32 HSE Local Health Offices in Ireland, so that you can ask more about or apply for services.

For information on health services and entitlements, call the HSE infoline -  
Call Save 1850 24 1850 or email [info@hse.ie](mailto:info@hse.ie)

Information on health services is also available from Comhairle:  
Lo-Call 1890 777 121,  
Visit [www.citizensinformation.ie](http://www.citizensinformation.ie), or call to  
Citizens Information Centres nationwide (see Golden Pages).

## 08 Medical Cards

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### What is a Medical Card

A Medical Card is a laminated card, about the size of a credit card, issued by the HSE. People who hold a Medical Card are entitled to a range of Health Services free of charge.

### What Health Services are available Free of Charge if I have a Medical Card?

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You are entitled to the following services if you have a Medical Card:

- Doctor Visits - a range of family doctor or GP services from a chosen doctor contracted to the HSE in your local area
- Prescription Medicines: The supply of prescribed approved medicines, aids and appliances like wheelchairs, crutches etc. In some circumstances a deposit may be required for aids and appliances which will be refunded on return of the aid or appliance.
- Certain Dental, Ophthalmic (Eye), and Aural (Ear) health services

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- Hospital Care - all in-patient services in public wards in public hospitals, including public consultant services
  - Hospital Visits - All out-patient services in public hospitals, including public consultant services
  - Maternity Cash Grant on the birth of each child
  - Medical & Midwifery Care for Mothers, including health care related to pregnancy and the care of the child for six weeks after birth
  - Some personal and social care services, for example, public health nursing, social work services and other community care services based on client need

For more information regarding the above, please contact your Local Health Office. A list of Local Health Office is provided at the back of this booklet.

**You MAY also be entitled to the following additional benefits if you have a Medical Card:**

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- No need to pay the health portion of your social insurance (PRSI)
- Free transport to school for children who live 3 miles or more from the nearest school
- Exemption from state examination fees in public second-level schools
- Financial help with buying school books.

The benefits above are available from the relevant government departments.

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## Am I Entitled to a Medical Card?

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Anyone over the age of 16 years who is ordinarily resident in the State is entitled to apply for a Medical Card. Ordinarily resident means you are living here for a minimum of one year or you intend to live here for a minimum of one year. You can qualify for a Medical Card under the following three main categories:

- Means Test: People (and their dependents) whose assessable income is within the financial guidelines. For details of the guidelines please refer to the rates leaflet provided with this booklet.
- Undue Hardship: People whose assessable income is over the financial guidelines but the HSE decides that the financial burden of medical or other exceptional circumstances would cause undue hardship
- Automatic: People who are automatically entitled to a Medical Card:
  - Those who are aged 70 years or over
  - Those with European Union entitlement
  - Those who are entitled to retain their Medical Card under government schemes

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### To Qualify for a Medical Card by Means Testing

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You will get a Medical Card if the means of you and your spouse (where applicable) is below our income guidelines. Your means includes any income, property (but not your own home), investments and savings. For details of the rates please refer to the rates leaflet, provided with this booklet.

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When we make an assessment for a Medical Card, we only assess you and your spouse's or partner's income after Tax and PRSI are deducted. We also make allowance for rent and mortgage payments, for childcare expenses, and travel to work expenses. Income or possible income from property is taken into account less any necessary associated costs.

Please note that if your only income is a means tested Social Welfare Allowance, you will qualify for a Medical Card.

### **To Qualify for a Medical Card on the Grounds of Hardship**

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If your income is above the HSE income guidelines for your circumstances, you may still be entitled to a Medical Card on the grounds that paying for your medical costs causes you undue financial hardship. Such an example would be if you had an ongoing medical condition that required exceptional and regular medical treatment, or visits to the doctor or hospital.

If the cost of this would cause you undue financial hardship, then you may get a card on these grounds. The HSE always considers other exceptional circumstances where a person or family has personal or social issues causing undue financial hardship. The card may be granted for the whole family, or for individual members of a family on the grounds of undue financial hardship.

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## To Qualify for a Medical Card by Automatic Entitlement

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Certain people who are ordinarily resident in Ireland automatically qualify for a Medical Card. They still need to complete an application form, but they don't need to meet the criteria of the means test. You automatically qualify for a Medical Card if you are among the following groups:

- You are aged 70 years or over
- You have EU entitlement
- You are entitled under Government Schemes

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### If You Are Aged 70 years or over

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If you are aged 70 years or over you automatically qualify for a Medical Card, regardless of your income. You must provide evidence of your age, such as a birth certificate, a passport and your PPSN (Personal Public Service Number) – previously known as your RSI Number.

The Medical Card which is not means-tested in this case is for you only. It does not cover your husband, wife, or partner. Neither does it cover your dependent children – they can apply in their own right. All individuals aged 70 years and over must make separate applications.

In the case of a married couple where one spouse is aged 70 years or over and the other spouse is aged under 70 years, the spouse under 70 years will be subject to the means test.

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## If You Have EU Entitlement

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If you belong to one of the following groups, you will get a Medical Card under EU Regulations:

- You are living in Ireland and receiving a social security payment from another European Union /European Economic Area (EU/EEA) country or Switzerland and you are not getting an Irish social welfare payment (apart from Child Benefit or Early Childcare Supplement). You must not be liable to contribute to the Irish Social Welfare System, (i.e. PRSI)
- You are living in Ireland and working in another EU/EEA country or Switzerland and are liable to pay Social Insurance Contributions in that country
- You are living in Ireland and you are the dependent spouse or child of someone employed in another EU/EEA country and Switzerland. You must not be getting an Irish Social Welfare Payment apart from Child Benefit or Early Childcare Supplement and you must not be liable to contribute to the Irish social welfare system.

## The following countries are currently members of the EU:

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Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxemburg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom (including Gibraltar).

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Countries in the EEA are Iceland, Liechtenstein and Norway.

### **Can I retain my card if I return to work?**

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The retention of Medical Cards (without a means test) is approved for people as indicated below:-

- People who participate on certain Government Employment and Education Schemes will retain their entitlement to a Medical Card for the duration of the scheme (Examples include Back to Work Allowance, Community Employment Schemes, Back to Education Allowance, etc.)
- People who have been unemployed or in receipt of One Parent Family Payment for a minimum of 12 months will retain their Medical Card for a period of 3 years if they commence employment.
- When a person who has been unemployed for a period of 12 months or more enters part-time employment, their medical card will be retained for a period of 3 years from the date their income increases to a level which exceeds the appropriate Medical Card Guideline.
- People who hold a medical card and are in receipt of a Disability Allowance or a Blind Pension from the Department of Social and Family Affairs and who take up employment are allowed to retain their Medical Card for a maximum of 3 years from the date of taking up employment.

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Dependent members of the family of those covered by the 'retention' provisions will also be granted medical cards.

### **How Long Does the Medical Card Last?**

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The card is usually issued for one year after which it is reviewed. Depending on your circumstances it may be issued for a longer period. If your circumstances change, you must inform the HSE as you may no longer be eligible. For example, if your income or family circumstances change, you must inform the medical card section at your Local Health Office as soon as possible.

In any case, usually once a year, the HSE will ask you to confirm your circumstances. A review form is sent to you, which you must fill in and return to your Local Health Office. If you do not return your review form your application cannot be re-assessed and your card may not be re-issued.

### **When Can I Apply?**

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You can apply for a Medical Card at any time; you don't need to wait until a medical need arises.

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## How do I Apply?

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Application forms for a Medical Card / GP Visit Card are available from your local Health Centre, your Local Health Office or on our website: [www.hse.ie](http://www.hse.ie). Each form has a help sheet attached, which will help answer any questions about how to make your application. Fill in each section that applies to you.

If you have any problem filling in the form, call to your Local Health Office and we will be happy to guide you.

You must have a Personal Public Service Number (PPSN) in order to apply. PPS Numbers were previously known as RSI numbers. Information regarding your PPSN is available from your local Department of Social and Family Affairs office.

You will need a separate application form for each child aged 16 years or over.

There is a section of the form that has to be signed by your doctor.

If you are applying for a Medical Card on the basis of EU entitlement a means test criteria will not apply. However, you will be required to show evidence that you are not liable to pay social insurance (PRSI) in Ireland. See section 'If you have EU Entitlement' for further details.

If you lose or misplace your Medical Card, contact your HSE Local Health Office for more information.

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## Filling in the Form Properly

The checklist below will help you to fill in the form properly:

Please check that you have completed the following:

Have you provided your own PPSN (Personal Public Service Number) and PPSNs for your spouse and all your dependents?	✓
Have you filled in all the sections that apply to yourself and your family?	✓
If you are employed, have you attached a recent payslip showing your earnings and a P60 form?	✓
If you are self-employed, have you attached a recent income assessment notice from the Inspector of Taxes or a set of recent trading accounts?	✓
Have you signed and dated the form?	✓
Has your doctor signed the form?	✓

Failure to fill out all sections fully may result in delays

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If your application is successful, you will receive a card for yourself and one for each eligible member of your family included on the form. Dependents such as students over 16 and under 25 years must apply separately. Keep your card safe as you need it each time you use any of the services e.g. visit the doctor or chemist.

### **What happens if I move to another HSE Local Health Office Area**

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If you move from one Local Health Office area to another you do not have to re-apply for a new medical card. You should make contact with your new Local Health Office where you will be advised of the GPs practising in your new area of residence.

### **What Happens when a Child Turns 16?**

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Young people aged 16 years to 25 years, who are financially dependent on their parents, each get their own card when they apply, if their parents are eligible for a Medical Card. If you are not dependent on your parents, your own means and income is considered for assessment. Students can apply for the card, either to the Local Health Office where they attend college or where their parents live.

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## Can I Use my Medical Card on Holiday?

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You can use your Medical Card for up to three months if you are living temporarily in a different area in Ireland e.g. on holiday. In this case, you can attend any GP in the area participating in the Medical Card scheme. Contact the HSE office in the area you will be visiting for a list of doctors who provide services under the scheme.

If you are going to be away longer than three months, you do not have to re-apply for a new Medical Card. You should make contact with your new Local Health Office where you will be advised of the GPs practising in your new area.

You cannot use your Medical Card outside of Ireland. If you are going abroad on a short stay (e.g. on holiday), to a EU/EEA country (excluding the UK) or Switzerland you should obtain a European Health Insurance Card (previously known as an E111 form). Application forms are available from your Local Health Office or online from [www.ehic.ie](http://www.ehic.ie). European Health Insurance Cards entitle you to urgent healthcare when travelling in the EU. See **'European Health Insurance Cards'** section in this booklet for further details.

Irish and UK nationals travelling in the Common Travel Area (i.e., between Ireland or the UK) are not obliged to carry a European Health Insurance Card. In order to obtain necessary healthcare in either country, Irish or UK nationals simply provide evidence of residence in either country, such as driver's licence, passport etc.

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## What If I Am Not Eligible for a Medical Card?

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You will receive a decision on your completed application within a short time of applying. If you are not satisfied with the decision, you may have it reviewed at your Local Health Office. Your circumstances may have changed or you may have left out some relevant information from the original application. If following this you are still not satisfied - you may appeal to the Appeals Office of your HSE Area. (The contact details will be contained in your letter of refusal). The Appeals Office will conduct a re-assessment of your application. This will be conducted by HSE staff not involved in deciding on your original application.

If you are not entitled to a Medical Card you will automatically be assessed for a GP Visit Card. If you are not entitled to a Medical Card or a GP Visit Card there are other HSE schemes that you can apply for. You may find these schemes can ease the financial cost of providing medical care for yourself and your family. These schemes are as follows:

- Drugs Payment Scheme.
- Long-Term Illness Scheme

Addition information on those schemes is provided in this booklet.



### What is a GP Visit Card?

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GP Visit Cards can allow individuals and families in Ireland to visit their family doctor for free. Only the cost of visits to your family doctor is free; you must pay for prescribed drugs, medicines and other health services similar to others who don't have a Medical Card.

If you are granted a GP Visit Card you should also apply for a Drugs Payment Scheme Card if you don't already have one. You can read more about the Drugs Payment Scheme later in this booklet.

### Am I entitled to a GP Visit Card?

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The income guidelines for GP Visit Cards are higher than the Medical Card, and the allowances for rent, mortgage and childcare bring many people's income within the guidelines. For details of the income guidelines please refer to the rates leaflet provided with this booklet.

You will get a GP Visit Card if the combined means of you and your spouse/partner is below our income guidelines. Your means includes any income, property (but not your own home), investments and

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savings. Your eligibility for a Medical Card is assessed first. If unsuccessful you are automatically assessed for a GP Visit Card.

When we make an assessment for a GP Visit Card, we only assess your income after Tax and PRSI are deducted. We also make allowance for rent and mortgage payments, for childcare expenses, and travel to work expenses.

If your assessed means are still more than the GP Visit Card guidelines you may still qualify for a GP Visit Card on the grounds that your medical costs causes you undue financial hardship. Such an example would be if you had an ongoing medical condition that required exceptional and regular medical treatment, or visits to the doctor or hospital.

If the cost of this would cause you undue financial hardship, then a card may be granted on these grounds. Other exceptional circumstances are always considered where a person or family has personal or social issues causing undue financial hardship. The card may be granted for the whole family, or for individual members of a family on the grounds of undue financial hardship.

Your entitlement to a GP Visit Card is reviewed periodically. This is because your circumstances may change. Remember to return your review form to your Local Health Office. Failure to return your review form will mean your GP Visit Card may not be re-issued.

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## **When Can I Apply?**

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You can apply for a GP Visit Card at any time; you don't need to wait until a medical need arises.

## **How do I Apply?**

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The same application form is used for both the Medical Card and the GP Visit Card. This means that you don't have to worry about which type of card might best suit you – we will check your eligibility for both cards.

Forms are available from your local Health Centre or your Local Health Office, or on our website: [www.hse.ie](http://www.hse.ie). Fill in each section that applies to you – see the section on applying for a Medical Card described earlier. If you lose or misplace your GP Visit Card, contact your Local Health Office for more information.

## **What happens if I move to another HSE Local Health Office area**

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If you move from one Local Health Office area to another you do not have to re-apply for a new GP Visit Card. You should make contact with your new Local Health Office where you will be advised of the GPs practising in your new area of residence.

## **What if I am Refused a GP Visit Card?**

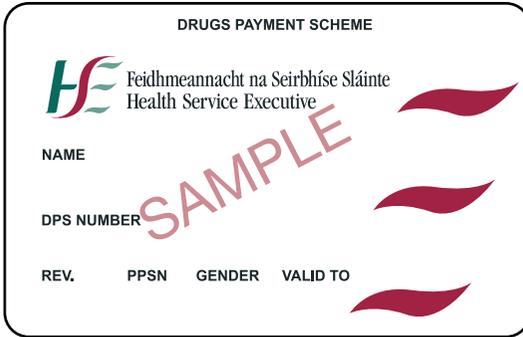
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You will receive a decision on your completed application within a short time of applying. If you are not satisfied with the decision, you may have it reviewed at your Local Health Office. Your circumstances may have changed or you may have left out some relevant information from the original application. If following this you are still not satisfied - you may appeal to the Appeals Office of your HSE Area. (The contact details will be contained in your letter of refusal). The Appeals Office will conduct a re-assessment of your application. This will be conducted by HSE staff not involved in deciding on your original application.

If you are not entitled to a Medical Card or a GP Visit Card, there are other HSE schemes that you can apply for. You may find these schemes can ease the financial cost of providing medical care for yourself and your family. These schemes are as follows:

- Drugs Payment Scheme.
- Long-Term Illness Scheme

Additional information on those schemes is provided in this booklet.



## What is the Drugs Payment Scheme?

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If you have a GP Visit Card or do not have a Medical Card you should apply for a Drugs Payment Scheme Card. Under the Drugs Payment Scheme, an individual or family in Ireland only has to pay a maximum amount monthly for approved prescribed drugs, medicines and certain appliances for use by that person or his or her family in that month. The amount is determined from time to time by the Minister for Health and Children. Please check our website, [www.hse.ie](http://www.hse.ie), or your Local Health Office for details of this amount. The current maximum amount is also available in our rates leaflet provided with this booklet.

This scheme is aimed at those who don't have a Medical Card and normally have to pay the full cost of their medication. It also applies to those who have a GP Visit Card. Anyone ordinarily resident in Ireland can apply to join the scheme, regardless of family, financial circumstances or nationality. Being ordinarily resident in Ireland means that you have been living here for a minimum of one year or that you intend to live here for a minimum of one year.

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The definition of a family for this Scheme, is an adult, their spouse, and any children under 18 years. Dependents over 18 years and under 23 years who are in full time education may also be included. Everyone ordinarily resident in Ireland without a Medical Card should have a Drugs Payment Scheme Card.

### **How Much do I Pay?**

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You will not pay more than a specified amount for all your prescribed approved medication each calendar month. This maximum amount is subject to review by the Government from time to time. You must present your card each time you attend the pharmacy before a prescription can be dispensed. For details of the maximum amount please refer to the Drugs Payment Scheme and Medical Card rates leaflet. There are a number of items that legally do not require a prescription but for inclusion under the scheme they do require a doctor's prescription.

### **How do I Qualify?**

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You must be ordinarily resident in Ireland and hold a PPSN. There is no means test for the Drugs Payment Scheme.

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## How do I Apply?

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You can get a registration form from your pharmacy or Local Health Office.

Fill in the details of all your family members. Send it to your Local Health Office and you will be sent a card for each member of your family. You must present your card each time you attend the pharmacy before a prescription can be dispensed. You do not have to register with a particular Pharmacy for the scheme but for convenience it is advisable to use the same pharmacy in a particular month if you wish to avoid paying more than the maximum amount per month.

Where people need to use two or more pharmacies in one month, they can claim back the amount paid over the threshold from their Local Health Office.

If you lose or misplace your Drugs Payment Scheme Card, contact your Local Health Office for more information.

# 28 Long-Term Illness Scheme

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## What is the Long Term Illness Scheme?

If you have certain long-term illnesses or disabilities, you may apply to join the Long Term Illness Scheme and you will be supplied with a Long Term Illness book. This book allows you to get drugs, medicines, and medical and surgical appliances directly related to the treatment of your illness, free of charge. It does not depend on your income or other circumstances and is separate from the Medical Card Scheme and the GP Visit Card Scheme.

If you already have been given a Medical Card, you do not need to apply for a Long Term Illness book. If you become ineligible for a Medical Card at any stage, but have one of the medical conditions below, you should apply to join the Long Term Illness scheme to cover the cost of your medication.

## How do I Qualify?

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You must be ordinarily resident in Ireland and hold a PPSN. You qualify if you have one of the illnesses or disabilities listed below:

- Acute Leukaemia
  - Cerebral Palsy
  - Cystic Fibrosis
  - Diabetes Insipidus
  - Diabetes Mellitus
  - Epilepsy
  - Haemophilia
  - Hydrocephalus
  - Mental handicap
  - Mental Illness (in a person under 16)
  - Multiple Sclerosis
  - Muscular Dystrophies
  - Parkinsonism
  - Phenylketonuria
  - Spina Bifida
  - Conditions arising from the use of Thalidomide
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There is no income requirement or means test. If you have a medical condition that is not listed above, you should consider applying for a Medical Card or a GP Visit Card. See Medical Card and GP Visit Card sections of this booklet.

### **How do I Apply?**

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Fill in the application form which is available from your Local Health Office. Your doctor or consultant will sign the form to confirm your condition and list your medication.

### **How do I Use the Book?**

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A Long-Term Illness book will be issued to you if you are approved for the scheme. This book contains the type and quantity of the drugs or medicines you need for your prescribed illness. Your doctor will sign it and you can then bring this to the pharmacy when you need any of the items. If your doctor or occupational therapist prescribes a medical or surgical appliance, it will be supplied to you from your Local Health Office. There is no separate application form for medical/surgical appliances – your doctor lists the type of appliance in your book and signs it.

# 30 Hepatitis C

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Services for people who contracted Hepatitis C through the administration of Blood or Blood products within Ireland.

## **How do I know if I am eligible for these services?**

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If you contracted Hepatitis C from the administration within Ireland of blood or blood products and have a positive diagnostic test, you are entitled to a range of services including public in-patient and out-patient hospital services, GP services, all prescribed drugs, medicines and appliances, dental and ophthalmic services, home help, home nursing, counselling services and other services without charge. If you are eligible, the Hepatitis C Liaison Officer in your HSE area will arrange to issue you with a Health (Amendment) Act Card (HAA Card), which will make it easier for you to access these services.

A HAA Card is not the same as a Medical Card. The HAA Card is personal to the individual cardholder and does not cover family members (except in the case of access to counselling services). You should bring your card with you when availing of services.

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## Hepatitis C Liaison Officers

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There is a Hepatitis C Liaison Officer that covers your local health area whose role it is to ensure that persons who have contracted Hepatitis C from the administration of blood or blood products within the State receive the services they are entitled to under the terms of the Health (Amendment) Act 1996. Hospitals have their own Hepatitis C Liaison Officer. You can get the name of the Hepatitis C Liaison Officer by contacting your Local Health Office. A list of local health offices is provided at the back of this booklet.

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## Summary of Entitlements

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Services outside the Hospital setting:

- GP Services
- Prescribed drugs, medicines, aids and appliances
- Dental services
- Ophthalmic services
- Aural services
- Home support services
- Home nursing
- Counselling services
- A range of other services, such as chiropody/podiatry, and physiotherapy

## **Hospital Services**

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In-patient and out-patient specialist services in the Liver Units of the public hospitals listed below, plus other in-patient and out-patient services in public hospitals.

**Beaumont Hospital, Dublin 9**

Tel 01 809 3000

**Mater Misericordiae University Hospital, Dublin 7.**

Tel 01 803 2048

**St. James's Hospital, Dublin 8.**

Tel 01 410 3417

**St. Vincent's University Hospital, Dublin 4.**

Tel 01 209 4248

**Our Lady's Hospital for Sick Children, Crumlin, Dublin 12.**

Tel 01 428 2527

**St. Luke's Hospital, Kilkenny.**

Tel 056 778 5308

**Cork University Hospital, Wilton, Cork.**

Tel 021 492 0044

**University College Hospital, Galway.**

Tel 091 54 43 70

## What is the EHIC?

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The European Health Insurance Card or EHIC was introduced in 2004 across the European Union. It allows Irish residents to access health services in any EU country and in Switzerland, Iceland, Liechtenstein and Norway, if they become ill or injured while on a temporary stay in that country.

## Can anyone get a European Health Insurance Card?

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You can get a EHIC in Ireland if you are ordinarily resident in Ireland. This means you have been living here for a minimum of one year or that you intend to live here for a minimum of one year.

## Is the EHIC free of charge?

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Yes. There is no charge to apply for or renew an EHIC. The HSE accepts renewals and applications for EHIC cards at all HSE Local Health Offices, and on the HSE managed site – [www.ehic.ie](http://www.ehic.ie).

## What do I do if I become ill or injured in another member state?

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To obtain healthcare with the card, go to the nearest public system doctor, public hospital, or other public treatment centre and present your card.

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Treatment in a private setting is not covered by the card. See the [www.ehic.ie](http://www.ehic.ie) website for details of services available in each EU State, or ask at your Local Health Office.

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### **Do I need private insurance in addition to the Card?**

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Public healthcare systems vary from country to country. The Card does not cover the cost of repatriation and in addition, illness or an accident abroad may mean extra travel and accommodation costs. You may therefore wish to take out private insurance for your trip. You will find more about your entitlements in particular countries at your Local Health Office or on [www.ehic.ie](http://www.ehic.ie)

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### **How long will it take to get a Card?**

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You will receive your Card within 10 working days of receipt of your application.

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### **What if I don't have time to get a Card before I travel?**

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You can get a Temporary Replacement Certificate, which gives you the same entitlement as the card, but for a shorter period, and can be issued by your local Health Office. One Temporary Replacement Certificate is issued per person.

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## **Will I need to apply for a new Card each time I go abroad?**

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No. Your card will be valid for 4 to 5 years. Check that you and your family's cards are valid before you travel, and if they have expired, it's easy to renew them online at [www.ehic.ie](http://www.ehic.ie) or at your Local Health Office.

## **Do I need a card to get healthcare while on a visit to the UK?**

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No. You can get healthcare if needed during a temporary stay in the UK by giving proof of residency in Ireland. There is no need for a Card, although your Card will of course be sufficient to access such treatment.

## **How do I apply?**

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Applying for the card is very easy. Application forms are available from your Local Health Office or from our website, [www.ehic.ie](http://www.ehic.ie). You can also call the HSE infoline: 1850 24 1850.

# 36 Local Health Offices

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## HSE Local Health Offices – for all Public Enquiries

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Your Local Health Office is your entry point to health and personal social services, where you can access a wide range of community health and personal social services. Services accessed through the Local Health Office and from Health Centres include general practitioner services, public health nursing, child health services, community welfare, chiropody, ophthalmic, speech therapy, social work, addiction counselling and treatment, physiotherapy, occupational therapy, psychiatric services and home help.

## HSE Dublin/North East

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**North West Dublin Local Health Office,**  
Rathdown Road, Dublin 7  
**Tel: 01 8825000**

**North Central Dublin Local Health Office,**  
Ballymun Civic Offices, Dublin 9  
**Tel: 01 8467002**

**North Dublin Local Health Office,**  
Civic Centre, Bunratty Road, Coolock, Dublin 17  
-Medical Cards  
**Tel: 01 – 8661400**  
Cromcastle Road, Coolock, Dublin 5  
- All Other Services  
**Tel: 01 8164200**

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**Cavan/ Monaghan Local Health Offices**

Cavan: Town Hall St., Cavan

- Medical Cards

**Tel: 049 4377114**

Community Care Offices, Lisdaran, Cavan

- All Other Services

**Tel: 049 4361822**

Monaghan: Community Care Offices, Rooskey,  
Monaghan

**Tel: 047 30400**

**Louth Local Health Office,**

Community Care Offices, Dublin Road, Dundalk

**Tel: 042 9332287**

**Community Care Offices,**

Old St. Mary's Hospital, Dublin Road, Drogheda.

**Tel 041 98 00 494**

**Meath Local Health Office,**

Community Care Offices, Co. Clinic, Navan

**Tel: 046 9078893 / 9078833**

-Medical Cards

**Tel: 046 9021595**

-All Other Services

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**HSE Dublin / Mid-Leinster**

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**Dun Laoghaire Local Health Office,**  
Tivoli Road, Dun Laoghaire, Co. Dublin  
**Tel: 01 2843579**

**Dublin South East Local Health Office,**  
Vergemount Hall, Clonskeagh, Dublin 6.  
**Tel: 01 2680300**

**Dublin South City Local Health Office,**  
Carnegie Centre, 21-25 Lord Edward Street, Dublin 2  
**Tel: 01 648 6500**

**Dublin South West Local Health Office,**  
Old County Road, Crumlin, Dublin 12  
**Tel 01 415 4700**

**Dublin West Local Health Office,**  
Cherry Orchard Hospital, Ballyfermot, Dublin 10.  
**Tel: 01 6206300**

**Kildare / West Wicklow Local Health Office,**  
Poplar House, Poplar Square, Naas, Co Kildare  
**Tel 045 876 001**

**Wicklow Local Health Office,**  
Glenside Road, Co. Wicklow  
**Tel 0404 68400**

**Laois/Offaly Local Health Offices**

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Laois: Health Centre, Dublin Road, Portlaoise  
**Tel: 057 86 21135**

Offaly: Health Centre, Arden Road, Tullamore  
**Tel: 057 93 41301**

### **Longford/ Westmeath Local Health Offices**

Longford:

Health Centre, Dublin Road, Longford

**Tel: 043 50169**

Westmeath:

Health Centre, Longford Road, Mullingar

**Tel: 044 9340221**

### **HSE West**

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#### **Galway Local Health Office,**

Community Services, 25 Newcastle Road, Galway.

**Tel: 091 546266**

- Medical Cards

**Tel: 091 523 122**

- All Other Services

#### **Mayo Local Health Office,**

Mercy Road, Ballina

- Medical Cards

**Tel 096 21511**

**County Clinic, Castlebar, Co. Mayo**

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- All other Services

**Tel: 094 90 22333**

**Roscommon Local Health Office,**

Community Services, Lanesboro Road, Roscommon, Co  
Roscommon

**Tel: 090 6637553**

**Donegal Local Health Office,**

Ballybofey, Co. Donegal

**Tel: 074 9131391**

**Sligo/Leitrim/West Cavan Local Health Office**

Community Services, Markievicz House, Sligo

**Tel: 071-9155141**

Carrick-on-Shannon

**Tel: 071-9650300**

**Clare Local Health Office,**

Community Care Office, Sandfield Centre, Ennis,  
Co. Clare

- Medical Cards

**Tel: 065 6868090**

County Clinic, Harmony Road, Bindon St., Ennis

- All other services

**Tel: 065 6828525**

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**North Tipperary / East Limerick Local Health Office,**

Civic Offices, Limerick Road, Nenagh, Co.  
Tipperary

**Tel: 067 46600**

**Limerick Local Health Office,**

Ballycummin Avenue, Raheen Business Park,  
Raheen, Limerick  
- Medical Cards

**Tel: 061 483703**

Catherine St., Limerick  
- All other services

**Tel: 061 301111**

**HSE South**

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**Cork – South Lee East, Local Health Office,**

Floor 3, Abbeycourt House, George's Quay, Cork

**Tel: 021- 4923968 / 4923831**

**Cork – South Lee West, Local Health Office,**

Floor 3, Abbeycourt House, George's Quay, Cork

**Tel: 021- 4923967 / 4923834**

**Cork – North Lee East, Local Health Office,**

Floor 4, Abbeycourt House, George's Quay, Cork

**Tel: 021- 4923859**

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**Cork – North Lee West, Local Health Office,**  
Floor 4, Abbeycourt House, George's Quay, Cork  
**Tel: 021- 4923877**

**West Cork Local Health Office,**  
Hospital Grounds, Skibbereen, Co. Cork  
**Tel: 028 40473 / 40424**

**North Cork Local Health Office,**  
12 Lower Fair Street, Mallow, Co. Cork  
**Tel: 022 44903**

**Kerry Local Health Office,**  
19 Denny Street, Tralee, Co. Kerry  
-Medical Cards  
**Tel: 066 7184923**

**Rathass, Tralee, Co. Kerry**  
- All Other Services  
**Tel: 066 7184500**

**Carlow/Kilkenny Local Health Offices,**  
Carlow Community Care,  
Athy Road, Carlow  
- Medical Cards  
**Tel 059 9136549 / 9136533**

- All Other Services  
**Tel: 059 9136520**

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**Kilkenny Community Care Headquarters,**  
James's Green, Kilkenny  
**Tel: 056 7784600**

**South Tipperary Local Health Office,**  
Western Road, Clonmel  
Tel: 052 77000

**Waterford Local Health Office,**  
Cork Road, Waterford  
**Tel: 051-842800**

**Wexford Local Health Office,**  
Grogan's Road, Wexford  
**Tel: 053 9123522**

## 44 HSE Infoline

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The Health Service Executive provides a national information service, the HSE infoline, which offers everyone in Ireland easy access to information on over 110 health and social service topics, all for less than the cost of a local call.

The service can provide confidential information on a wide range of queries, like:

- Medical Cards
- GP Visit Cards
- European Health Insurance Card
- Drugs Payment Scheme
- Long-Term Illness Scheme
- Back to School Clothing and Footwear Scheme
- Home Help Services
- Nursing Home Subvention
- Health Promotion literature

The HSE infoline can also advise on health services, entitlements, eligibility, application forms and contact details for services across the country.

Information is also made available via email or fax, and the infoline offers a sigma text-pad facility for people with a hearing impairment.

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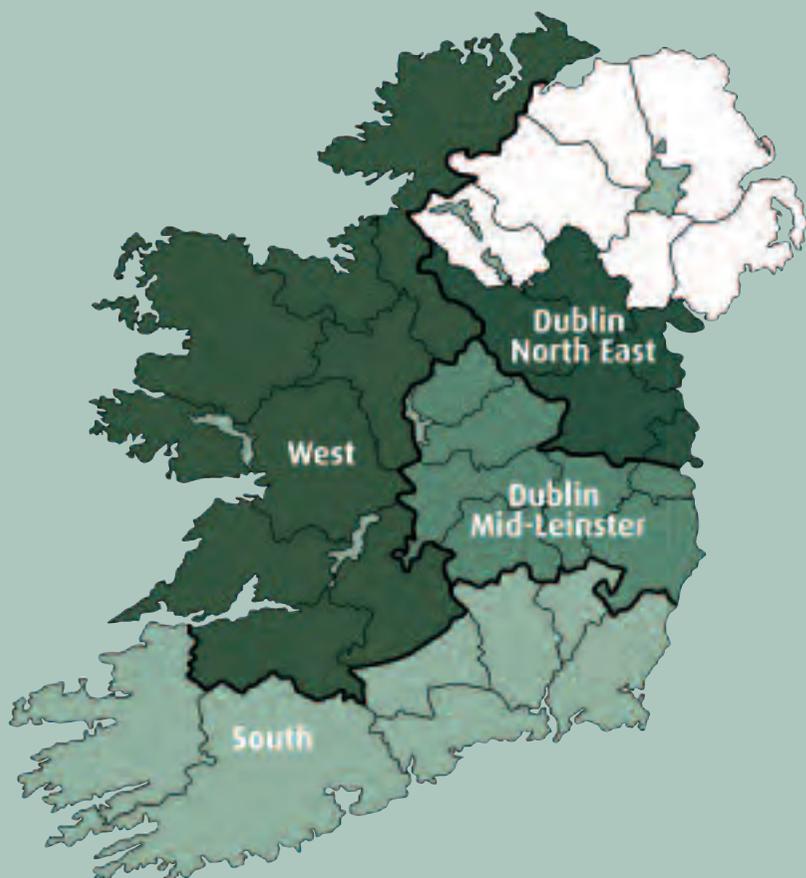
The HSE infoline operates from 8.00am to 8.00pm  
Monday to Saturday.

**YOU CAN CONTACT THE HSE INFOLINE ON:**

Callsave: 1850 24 1850

Fax: (041) 685 0330

Email: [info@hse.ie](mailto:info@hse.ie)









Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

For information on health  
services and entitlements,  
Call the HSE Infoline:  
Monday – Saturday 8am to 8pm  
**Call Save 1850 24 1850**  
**e-mail: [info@hse.ie](mailto:info@hse.ie)**

Information on health services is also  
available from:  
Citizens Information Centres  
**Lo-Call 1890 777 121**  
**[www.citizensinformation.ie](http://www.citizensinformation.ie)**  
Free and confidential service