



About the Irish health system

A guide for refugees and other migrants

Maidir le Córas Sláinte na hÉireann

Treoir do dhídeanaithe agus imircigh eile



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service



About this guide

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

Freephone: 1800 700 700

Phone: 041 685 0300

Email: hselive@hse.ie

Maidir leis an treoir seo

Tá fáilte romhat go hÉirinn. D'fhorbair Feidhmeannacht na Seirbhíse Sláinte an treoirleabhair gearr seo chun cabhrú leat córas sláinte na hÉireann a thuiscint.

Tá trí chuid sa treoirleabhar:

Cuid 1 Tugtar eolas duit faoi chonas rochtain a fháil ar na cineálacha éagsúla cúram sláinte, na seirbhísí atá saor in aisce an DT (dochtúir), cógaslann (cógaiseoir) agus córais ospidéal. Tosaíonn Cuid 1 ar leathanach 4.

Cuid 2 tugtar eolas duit faoi sheirbhísí speisialtóireachta:

- Cóireáil fioclóireachta,
- Tástálacha súl,
- Áiseanna éisteachta,
- Vacsaíní.

Tá eolas ann freisin faoi na baill foirne a d'fhéadfá bualadh leo sa chóras sláinte sa chóras sláinte. Tosaíonn Cuid 2 ar leathanach 9.

Cuid 3 mínítear duit cad ba chóir a dhéanamh nuair a tharlaíonn éigeandáil. Tosaíonn Cuid 3 ar leathanach 12.

Coinnigh an treoirleabhar seo

Is cáipéis thábhachtach í seo, mar sin ní mór í a choinneáil ar fhaitíos go dteastóidh sí uait arís.

Mura dtuigeann tú aon chuid den treoirleabhair seo, iarr cabhair san ionad sláinte áitiúil. Is féidir leat níos mó eolas a fháil ag www.hse.ie nó

Saorghlao: 1800 700 700

Fón: 041 685 0300

Ríomhphost: hselive@hse.ie

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

How do I access the health service?

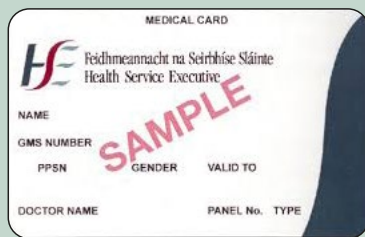
When you arrive in Ireland, you will learn how to apply for a medical card. This card gives you free access to some health services. **You can apply for it online at www.medicalcard.ie**

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.

Cuid 1: Conas rochtain a fháil ar chineálacha éagsúla cúram sláinte agus conas a oibríonn an córas

Conas is féidir liom teacht ar an tseirbhís sláinte?

Nuair a thagann tú go hÉirinn, foghlaimeoidh tú conas iarratas a dhéanamh ar chárta leighis. Tugann an cárta seo rochtain saor in aisce duit ar roinnt seirbhísí sláinte. **Is féidir leat iarratas a dhéanamh ar líne ag www.medicalcard.ie**

Teastaíonn an t-eolas seo a leanas uait chun iarratas a dhéanamh ar chárta leighis: ainm, seoladh, dáta breithe, Uimhir Phearsanta Seirbhíse Poiblí (UPSP), faisnéis íocaíochta leasa shóisialaigh agus glacadh agus síniú dochtúra (dochtúir).

Trí mhí roimh éaga chárta leighis (ní féidir é a úsáid níos mó), beidh athbhreithniú ann chun a chinntiú go bhfuil an duine fós i dteidil an cárta leighis. Ach is féidir le FnaSS athbhreithniú a dhéanamh ar seo má bhíonn an duine cáilithe do chárta leighis ag tráth ar bith.

Má tá tú os cionn 70, ní bheidh ort ach iarratas amháin a dhéanamh ar chárta leighis.

Breathnaíonn an cárta mar seo



An mbeidh orm íoc as seirbhísí sláinte?

Tá an chuid is mó de na seirbhísí sláinte **saor in aisce le cárta leighis**.

Cén fhad a mbeidh cárta leighis agam?

De ghnáth maireann an cárta dhá bhliain. Faigheann iarrathóirí ar chosaint an cárta ar feadh bliana. Scríobhfaidh FnaSS le meabhrú duit do chárta a athnuachan. Cinntigh le do thoil go gcomhlánaíonn tú agus go seolann tú ar ais na foirmeacha seo chun do chárta a athnuachan.

Má tá tú os cionn 70, ní bheidh ort ach iarratas amháin a dhéanamh ar chárta leighis.

Nuair a dhéanann tú iarratas ar chárta nua nó ar chárta a atheisiú, ní mór duit a chinntiú go soláthraíonn tú an fhaisnéis go léir a iarrtar ar an bhfoirm iarratais. Ní mór duit a insint do na gairmithe leighis agus do na seirbhísí leighis má tá athrú tagtha ar eolas amháil do sheoladh, do shonraí teagmhála nó do chúinsí leighis nó airgeadais.

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?

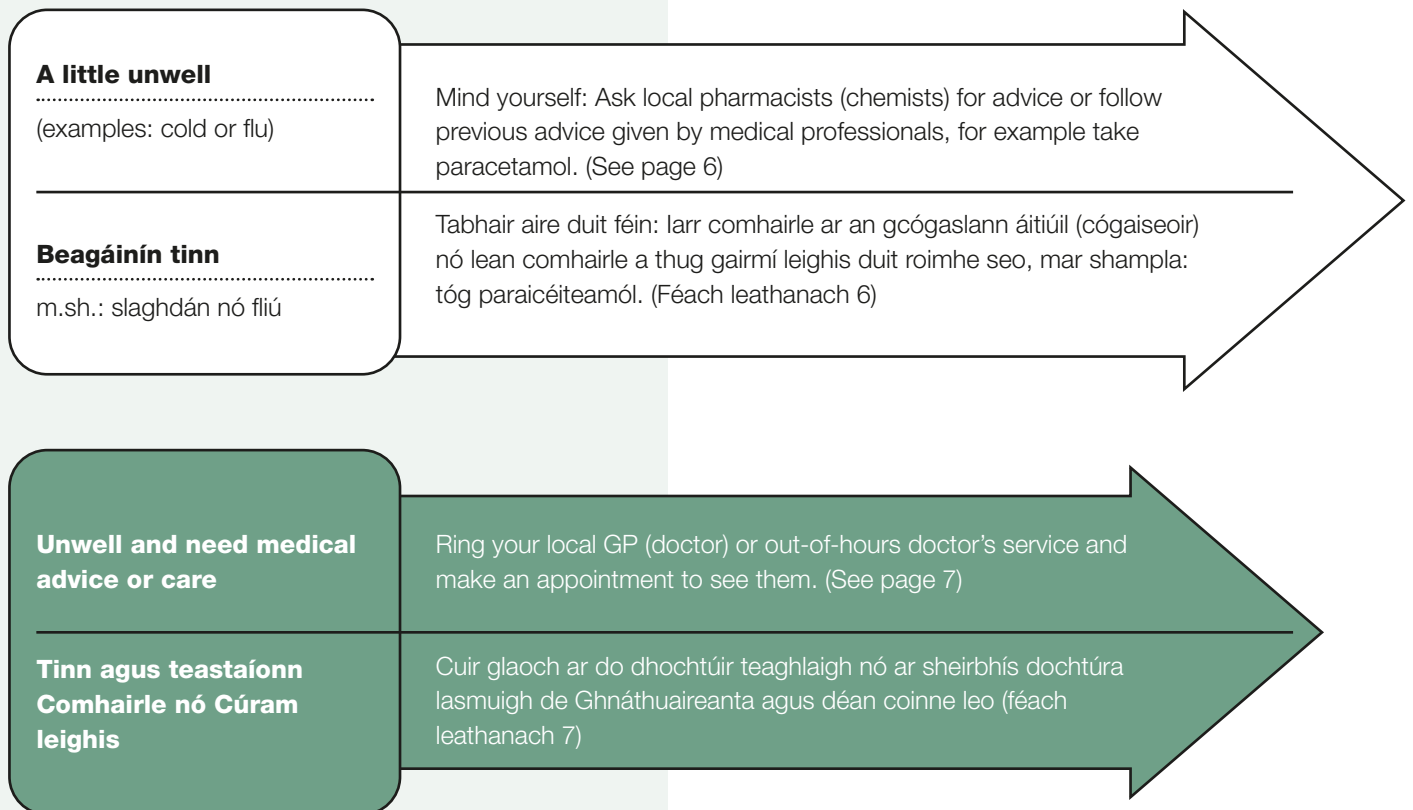
This will depend on how unwell you are.

Agus tú ag seiceáil an gcáilíonn tú do chárta, iarrfaidh FnaSS do thoilíú chun dul i dteagmháil le ranna eile fút.

Braitheann coinneáil cárta leighis ar do chúinsí pearsanta, sóisialta, leighis agus airgeadais. D'fhéadfaí nach mbeidh tú in ann do chárta a choinneáil má fhaigheann tú obair nó má thagann feabhas ar do staid airgeadais.

Cad ba chóir dom a dhéanamh má thagann tinnis orm?

Braitheann seo ar cé chomh tinn is atá tú.



| | |
|--|--|
| 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). |
| Go dona tinn nó go bhfuil tinneas gan choinne nó tromchúiseach tromchúiseacherious ort | Glaigh ar do DT(dochtúir) nó ar sheirbhís dochtúra lasmuigh de ghnáthuaireanta agus déan coinne. B'fhéidir go mbeidh ort freastal ar rannóg éigeandála nó aonad mionghortuithe. Má tá tinneas nó gortú ort nach bhfuil an DT in ann diagnóis nó cóireáil a chur ar fáil dó cuirfidh siad chuig an ospidéal tú. Má cheapann siad go dteastaíonn cóireáil éigeandála uait, tabharfaidh siad litir atreoraithe dhuit don Aonad Mionghortuithe Áitiúil (AMA) nó Aonad Éigeandála (tugtar AÉ ar seo go minic). (féach leathanaigh 7 agus 12). |
| If you suspect or have confirmed that you are pregnant or have recently had a baby. | Once you suspect or have confirmed that you are pregnant you should contact your GP (doctor) who will refer you to the local Maternity unit / hospital. Maternity services are available to you for all of your regular check-ups as well as any concerns or pregnancy related emergencies you may have. Maternity care in Ireland is available free of charge to women living in Ireland. |
| Má tá amhras ort nó má dheimhnigh tú go bhfuil tú ag iompar clainne nó go raibh leanbh agat le déanaí | Má tá amhras ort nó nuair a dheimhníonn tú go bhfuil tú ag iompar clainne ba chóir duit dul i dteagmháil le do DT(dochtúir) agus atreoróidh siad chuig aonad Máithreachais /ospidéal tú. Tá seirbhísí máithreachais agus na seiceálacha rialta chomh maith le haon imní nó éigeandáil a bhaineann leis an toircheas ar fáil duit. Tá cúram máithreachais saor in aisce do mhná a bhfuil cónaí orthu in Éirinn. |

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

Tugann na leathanaigh seo a leanas níos mó sonraí duit ar gach ceann de na roghanna thuas.

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 14).

Take care of yourself and your loved ones

You can take care of yourself 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.

Tinn

Ba chóir duit aire a thabhairt duit féin nó cibé duine a bhfuil tú ag tabhairt aire dó. Téigh go dtí an poitigéir (cógaiseoir) nó lorg tuilleadh faisnéise ar láithreáin ghréasáin iontaofa (féach 'Faigh tuilleadh eolais' thíos ar leathanach 14).

Tabhair aire duit féin agus dod' mhuintir

Is féidir leat aire a thabhairt duit féin agus do dhaoine eile a bhféadfadh tú a bheith ag tabhairt aire dóibh trí:

- Ith aiste bia sláintiúil
- Ól neart uisce
- Déan aclaíocht rialta
- Caith coisbheart agus éadaí a oireann d'aimsir na hÉireann

Iarr comhairle ar do phoitigéir (cógaiseoir) áitiúil

Is féidir leat comhairle a fháil saor in aisce ó do phoitigéir (cógaiseoir) áitiúil. Is féidir leat leigheas a fháil freisin má theastaíonn sé uait. (Féach leathanaigh 10-11.) Is éard atá i gcógaslann ná siopa ina n-ullmhaítear agus ina ndíoltar drugaí leighis.

Faigh tuilleadh eolais

Tá láithreán gréasán an-mhaith againn. www.undertheweather.ie Cuir an seoladh seo ar an idirlíon agus gheobhaidh tú leideanna úsáideacha chun aire a thabhairt do do shláinte agus chun tinnis choitianta a chóireáil.

Tabharfaidh an fhoireann leighis cúnamh saineolach duit más gá duit.

Unwell and need medical advice

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.

Tinn agus comhairle leighis ag teastáil

Má bhraitheann tú go dteastaíonn comhairle leighis uait, beidh ort cuairt a thabhairt ar DT (dochtúir). Is dochtúirí cáilithe iad seo a oibríonn sa phobal.

Más féidir leat, déan coinne chun iad a fheiceáil.

Go hiondúil, ní mór duit **coinne** a dhéanamh chun dochtúir teaghlaigh a fheiceáil. Má tá cárta leighis agat, beidh do chuairt chuig an Dochtúir Teaghlaigh **saor in aisce**. Seachas sin, seans go mbeidh ort thart ar €50-€60 a íoc ar chuairt. Féadfaidh tú ceist a chur faoi tháille an dochtúra agus tú ag déanamh do choinne.

Déileálann Dochtúirí Teaghlaigh le fadhbanna sláinte agus leighis ginearálta. Is féidir leo:

- **tástálacha** a dhéanamh agus diagnóis a dhéanamh ar cad atá cearr leat
- **tinnis** agus mionghortuithe a chóireáil agus comhairle a thabhairt duit maidir le téarnamh
- **oideas** a thabhairt duit – doiciméad a ligeann do phoitigéirí cógais a sholáthar nach bhfuil ar fáil ach amháin nuair a deir dochtúir go bhfuil siad uait
- **comhairle** a thabhairt duit faoi na tacaíochtaí meabhairshláinte atá ar fáil má tá tú brónach nó buartha faoi rudaí

Cad a tharlóidh murar féidir leis an DT diagnóis iomlán a dhéanamh nó cóir leighis a chur orm?

Má tá tinneas nó gortú ort nach féidir leis an DT a dhiagnóiseadh nó a chóireáil go hiomlán, seolfaidh sé chuig ospidéal tú. Má cheapann siad go dteastaíonn cóireáil phráinneach uait, tabharfaidh siad litir atreoraithe duit d'Aonad Mionghortuithe Áitiúil (AMA) nó don rannóg éigeandála (ar a dtugtar 'RÉ' go minic).

Mura bhfuil do chás práinneach ach go bhfuil cóireáil saineolach ag teastáil uait, tabharfaidh do dhochtúir teaghlaigh litir duit nó seolfaidh sé litir chuig an ospidéal chun coinne a fháil le speisialtóir leighis - de ghnáth dochtúir ospidéil speisialtóra a fhéadfaidh an chomhairle agus an chóireáil cheart a sholáthar, ach d'fhéadfaidh go mbeadh am feithimh ann don choinne seo. Beidh an chuairt seo saor in aisce má tá cárta leighis agat.

In Éirinn, déanann gairmithe cúram sláinte cosúil le dochtúirí iarracht na hothair is mó a bhfuil gá acu le haire leighis a fheiceáil ar dtús. Socraíonn gairmithe cúram sláinte cé na daoine is mó a dteastaíonn cóireáil uathu. Ciallaíonn sé seo go mb'fhéidir go mbeidh ort fanacht tamall ar choinne. Mura bhfuil Béarla agat, fiafraigh an féidir leat ateangaire a fháil.

What if I am pregnant?

If you suspect you are pregnant or are pregnant, you can contact your local Maternity unit/ hospital for advice or attend in person depending on the situation.

Your GP (doctor) will refer you to the local Maternity unit/ hospital who will offer you regular appointments with Midwives and Obstetricians. The Maternity unit/hospital will be able to arrange for interpreter services to be available to you for your appointments. You will Maternity services are available free of charge to women who are living in Ireland.

If you have any urgent concerns regarding your pregnancy you should attend local Maternity service without delay. This may include

- Bleeding for your vagina
- You are leaking fluid from your vagina
- Have observed a change or reduction in your baby movements.
- Are experiencing headaches / blurred vision/heartburn
- Are known to have a high risk pregnancy
- Signs of labour.

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/doctors offer walk-in clinics.

It is very important to go to the appointment.

Cad a tharlóidh má tá mé ag iompar clainne?

Má shíleann tú go bhfuil tú ag iompar clainne nó má tá tú ag iompar clainne, is féidir leat dul i dteagmháil le d'aonad/ospidéal Máithreachais áitiúil chun comhairle a fháil nó freastal air go pearsanta ag brath ar na cuinsí.

Atreoróidh do DT (dochtúir teaghlach) thú chuig an aonad/ospidéal Máithreachais áitiúil a chuirfidh coinní rialta ar fáil duit le Bean Glúine agus Obstatraí. Beidh an t-aonad/ospidéal Máithreachais in ann seirbhísí ateangaireachta a shocrú duit le haghaidh do choinní. Tá seirbhísí máithreachais ar fáil saor in aisce do mhná atá ina gcónaí in Éirinn.

Má tá aon imní práinneach ort maidir le do thoircheas ba chóir duit freastal ar an tseirbhís Máithreachais áitiúil gan mhoill. D'fhéadfadh go gcuimseodh sé seo:

- Fuiliú ó d'fhaighin
- Leacht ag sceitheadh ó d'fhaighin
- Gur thug tú faoi deara athrú nó laghdú ar ghluaiseachtaí do linbh.
- Go bhfuil tinneas cinn / radharc gearmhach / dó croí ort
- Gur eol go bhfuil toircheas ardriosca agat
- Comharthaí tinneas clainne ort.

Cad a theastaíonn uaim chun glaoch ar DT (dochtúir)?

Sula bhféadfaidh do DT cóireáil a chur ort, beidh air/uirthe ceisteanna a chur ort faoi do shláinte ghinearálta agus faoi do stair leighis.

Cuirfidh an dochtúir ceisteanna ort faoi:

- Aon tinneas nó gortú eile atá ag dul duit
- Cén cóir leighis a fuair tú
- Ailléirgí a d'fhéadfadh a bheith agat
- Cén chógais a thógann tú

Freagair na ceisteanna go léir a chuireann an DT ort, le do thoil. Cabhróidh sé seo leo an diagnóis cheart a dhéanamh agus cinneadh a dhéanamh ar an gcóireáil cheart duit.

Ba chóir duit do chárta leighis a thabhairt leat chuig an DT agus, má cheapann tú go gcuideoidh sé leis an dochtúir, aon fhaisnéis nó taifid leighis eile atá agat.

An dteastaíonn coinne chun cuairt a thabhairt ar DT?

De ghnáth teastaíonn coinne mar go mbíonn córas coinní ag formhór na DT. De ghnáth ní dhéantar coinne ach do bhall teaghlach amháin. Má bhíonn ar aon duine eile dul chuig an DT ní mór coinne an duine a shocrú.

Tairgeann roinnt clinicí/dochtúirí clinicí siúil isteach.

Tá sé an-tábhachtach freastal ar do choinne.

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/doctor so that your appointment can be given to another person. You can telephone the clinic/doctor 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.

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.

Cad a tharlóidh mura bhfuil mé in ann freastal ar an choinne?

Má thairgtear coinne leighis duit agus mura bhfreastalaíonn tú air, **d'fhéadfaí nach mbeifear in ann coinne eile a thairiscint duit.** Ní mór duit a bheith in am le haghaidh coinní.

Mura féidir leat freastal ar do choinne, cuir glaoch ar an gclinic/dochtúir le do thoil ionas gur féidir do choinne a thabhairt do dhuine eile. Is féidir leat glaoch ar an gclinic/dochtúir le rá nach féidir leat freastal. Más gá duit dochtúir a fheiceáil fós, is féidir leat coinne eile a dhéanamh.

Nuair is gá tinneas nó gortú a fhiosrú, féadfaidh DT tástálacha leighis a dhéanamh. Ag brath ar na torthaí, d'fhéadfaidís tú a chur chuig speisialtóir in ospidéal. Tá cóireáil ó speisialtóir bunaithe ar riachtanas leighis.

Tábhachtach

Tá **liosta feithimh** ann chun an chuid is mó de speisialtóirí leighis a fheiceáil agus d'fhéadfaí go mbeidh ort fanacht tamall fada sula bhfeiceann siad tú.

Cathain a bhíonn liailanna DT ar oscailt?

Bíonn seirbhísí DT ar oscailt de ghnáth ó 9r.n. go 6i.n.

Lasmuigh de na hamanna seo, tá seirbhísí DT ar fáil le haghaidh comhairliúcháin éigeandála i bhformhór na **mbailte móra** tar éis 6i.n.. Tugtar "lasmuigh d'uaireanta oibre" ar na seirbhísí seo. B'fhéidir gur mhaith leat a sheiceáil le do sheirbhís áitiúil cá háit agus cathain is féidir leat teacht ar sheirbhís lasmuigh de ghnáthuaireanta. Is féidir leat an tseirbhís seo a úsáid más gá duit dochtúir a fheiceáil go práinneach sa tráthnóna nó ag an deireadh seachtaine.

Is le haghaidh cúram leighis práinneach amháin atá an tseirbhís lasmuigh de ghnáthuaireanta. Beidh a bhfaisnéis lasmuigh de ghnáthuaireanta ag do DT ar an bhfreagróir má ghlaonn tú orthu lasmuigh de ghnáthuaireanta. De ghnáth bíonn an tseirbhís seo idir 6i.n. agus 8r.n. Luan go hAoine agus 24 uair an chloig ar an Satharn, ar an Domhnach agus ar Laethanta Saoire Bainc.

Ní sholáthraíonn an tseirbhís lasmuigh de gháthuaireanta coinní clinice, dá bhrí sin mura bhfuil do cheist leighis práinneach, ba cheart duit coinne a dhéanamh le do dhochtúir teaghlaigh le linn gnáthuaireanta clinice.

Cad a tharlaíonn nuair a ghlaóim ar sheirbhís DT lasmuigh de ghnáthuaireanta oibre?

Nuair a ghlaonn tú ar an tseirbhís lasmuigh de gháthuaireanta i do cheantar, glacfaidh fáilteoir do shonraí pearsanta.

Cuirfear do ghlaó ar aghaidh chuig altra a chuirfidh glaoch ar ais ort.

Déanfaigh an t-altra cinneadh cibé an comhairle altranaís ar an nguthán a theastaíonn nó coinne le DT, nó glaoch tí, nó atreorú chuig rannóg éigeandála ospidéil, nó otharcharr.

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:

| | |
|---|--|
| What is my main problem? | Cad é an príomhfhadhb atá agam? |
| What do I need to do? | Cad ba chóir dom a dhéanamh? |
| Why is it important for me to do this? | Cén fáth go bhfuil sé tábhachtach é seo a dhéanamh? |
| (Taken from Ask Me 3®) | (Tógtha ó Ask Me 3®) |

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



Cuir ceist

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)?

Nótáiltear cinntí clínicíúla nó cóireálacha a dhéanann an tseirbhís lasmuigh d'uaireanta i do thaifead agus seoltar an t-eolas chuig do Dhochtúir Teaghlaigh chun a chinntiú go leantar suas le do chóireáil más gá.

An bhfuil sé ceart go leor ceisteanna a chur?

Sea, nuair a théann tú chun do dhochtúir teaghlaigh nó aon ghairmí cúraim sláinte eile a fheiceáil, **tá sé thar a bheith tábhachtach go gcuirfeá aon cheist faoi do chógas nó do chóireáil sula bhfágann tú.** Beidh siad sásta do cheisteanna a fhreagairt.

Trí cheist mhaith ba chóir duit a chur:

Má ordaíonn do DT (dochtúir) cógas duit, tabhair an t-oideas (cáipéis ghairid) chuig cógaslann - ar a dtugtar poitigéir freisin - chun do chógas a fháil.

Cá bhfaighidh mé cógais?

Faigheann tú cógais ag do chógaslann áitiúil (poitigéir). Is éard is cógaslann ann ná siopa ina nullmhaítear agus ina ndíoltar drugaí leighis. Bíonn oideas ó dhochtúir teaghlaigh de dhíth do mórán cógais. Is féidir le cógaiseoirí faisnéis a sholáthar faoi chógas 'thar an gcuntar' eile nach gá le oideas dóibh. De ghnáth déantar cógaslanna a mharcaíl lasmuigh le comhartha ar a bhfuil crois glas.

Má tá oideas agat, cuir na ceisteanna seo a leanas ar an gcógaiseoir (poitigéir):

- Cé mhéad den chógas ar chóir dom a ghlacadh?
- Cé chomh minic is gá dom é a ghlacadh?
- Ar chóir dom an chógas a ghlacadh le bia nó sula n-itheann mé?
- Cad iad na fo-iarmhairtí a bhaineann leis an gcógas a ghlacadh, más ann dóibh?
- Cá háit ar cheart dom na cógais a stóráil (i gcuisneoir nó in áit fhionnuar dorcha)?

Tell:

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

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

Basic medicines and supplies

At the pharmacy, you can buy basic medicines and supplies like:

- paracetamol
- cough medicine, and bandages without a doctor's prescription
- you may find it useful to keep a small supply of over the counter medications to treat minor illnesses like paracetamol

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 medicines 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?

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.

Fón:

Déan cinnte go gcuireann tú glooch ar an gcógaiseoir (cógaiseoir):

- má tá tú ag glacadh aon chógais nó forlíontaí luibhe eile
- má tá ailléirgí agat
- má tá aon riochtaí leighis agat, má tá tú ag iompar clainne nó má cheapann tú go bhféadfadh tú a bheith ag iompar clainne

Cógais agus soláthairtí bunúsacha

Ag an gcógaslann, is féidir leat cógais bhunúsacha agus soláthairtí mar:

- paraicéiteamól
- leigheas casachta, agus bindealáin a cheannach gan oideas dochtúra
- b'fhéidir go mbeadh sé úsáideach duit soláthar beag de chógais thar an gcuntar amhair paraicéiteamól a choinneáil chun miontinnis a chóireáil

Antaibheathaigh

Tá rialacha dochta ann maidir le cógais antaibheathach a fhorordú, agus ní féidir ach le dochtúir iad seo a fhorordú. Ní ligfidh do chógaiseoir (poitigéir) duit antaibheathaigh a cheannacht mura bhfuil **oideas** agat.

Ná bí ag roinnt nó ag malartú cógais riamh

Ná bí ag roinnt nó ag malartú cógais ar oideas le daoine eile choíche. Níor chóir d'aon duine an cógais ar oideas a úsáid ach **amháin** an té ar ordaíodh dó/di é.

An gcaithfidh mé íoc as cógais atá forordaithe?

Le cárta leighis ní íocann tú an praghas iomlán ar chógais atá ordaithe duit. Má bhog tú ó Ionad Cóiúochta go dtí do theach agus má tá cárta leighis agat, caithfidh tú táille an Rialtais a íoc in aghaidh gach cógais. **Ní mór duit do chárta leighis a thabhairt leat chuig an gcógaslann, mar aon le h-airgead chun an táille a íoc le haghaidh gach ceann de na míreanna atá leagtha síos.**

Má tá cónaí ort in Ionad Cóiúochta, seans nach mbeidh ort na táillí seo a íoc. Ach má chónaigh tú in Ionad Cóiúochta agus má bhogann tú go dtí teach, ní mór duit na táillí a íoc.

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
- 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).

Je vais très mal ou j'ai une maladie grave ou soudaine

Ná téigh go dtí an rannóg éigeandála in ospidéal ach amháin má tá tú:

- go dona tinn
- go dona tinn gan choinne
- gortú tromchúiseach a bheith agat agus nach bhfuil ar a gcumas dul chuig DT in am

Ní dhéanfaidh an rannóg éigeandála cóireáil ort ach amháin má bhíonn ceann de na cásanna seo agat. Caithfidh tú dul chuig do DT le haghaidh gach cóireáil eile.

Má tá éigeandáil agat agus má tá tú i mbaol láithreach, léigh Cuid 3 ar leathanach 18.

Mura bhfuil tú i mbaol láithreach, téigh chuig do DT

Mura bhfuil tú i mbaol láithreach, ná téigh go dtí an rannóg éigeandála mura nglaofaidh do dhochtúir ort agus go dtugann sé litir duit d'fhoireann an ospidéil.

Má théann tú chuig an rannóg éigeandála le haghaidh cóireáil, bí ag súil le fanacht an-fhada. Oibreoidh baill foirne sa rannóg éigeandála ar dtús le hothair a bhfuil cóireáil éigeandála de dhíth orthu.

Is féidir le do DT nó leis an tseirbhís lasmuigh de ghnáthuaireanta déileáil le formhór na saincheisteanna leighis (tar éis 6i.n.).

Part 2: Specialist Services

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.

Cuid 2: Seirbhísí Speisialtóra

Tugann an chuid seo den treoirleabhar eolas duit maidir le seirbhísí speisialtóra (cóireáil fiaclóireachta, tástálacha súl, áiseanna éisteachta, vacsaínithe). Insiúnn sé duit freisin faoi na baill foirne ar féidir leat bualadh leo sa chóras sláinte.

Conas is féidir liom cúram fiaclóireachta a fháil?

Má theastaíonn cúram fiaclóireachta, féadfaidh tú úsáid a bhaint as an scéim fiaclóireachta d'aoisigh atá á reachtáil ag an FnaSS (a sholáthraíonn FnaSS saor in aisce má tá cárta leighis agat). Clúdaíonn sé raon teoranta cóireálacha. Chun a bhfuil ar fáil a sheiceáil, beidh ort cuairt a thabhairt ar lialann fiaclóra i do cheantar.

Cabhróidh an láithreán gréasán www.hse.ie/eng/services/maps leat fiaclóir a aimsiú i do cheantar.

Seans go mbeidh ort íoc as roinnt cóireála fiaclóireachta. Mar sin féin, cuireann go leor fiaclóirí pleananna íocaíochta ar fáil chun cabhrú leat na híocaíochtaí a scaipeadh.

Seirbhísí do Leanáí

Is féidir le gach leanbh suas go 16 bliana d'aois teacht ar chlinicí fiaclóireachta éigeandála i Seirbhís Fiaclóireachta FnaSS.

Le comhairle a fháil faoi conas rochtain a fháil ar chóireáil éigeandála, déan teagmháil le do chlinic áitiúil le do thoil.

Bíonn seirbhís siúil isteach ag clinicí áirithe agus i gcás clinicí eile ní mór duit coinne a dhéanamh chun na fiacla a scrúdú.

De ghnáth tairgfear coinne do pháistí bunscoile i rang a 2, a 4 agus a 6. Cuirfear aon chóireáil riachtanach ar fáil. Atreófar iad freisin chuig sainseirbhísí fiacla (seirbhísí ortadóntacha) más gá agus má cháilíonn siad do na seirbhísí sin.

Conas a bheidh a fhios agam an soláthraíonn m'fiaclóir seirbhísí do shealbhóirí cárta leighis?

Tá liosta d'fiaclóirí a thugann cóireáil do shealbhóirí cártaí leighis ar fáil ó d'ionad sláinte áitiúil, d'ionad áitiúil um Fhaisnéis do Shaoránaigh nó ó do leabharlann. Is dócha go mbeidh an fiaclóir a dtéann tú chuige ar an liosta.

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 appliances as this service is very popular.

Conas a gheobhaidh mé cóireáil le haghaidh fadhbanna súl ?

Más duine fásta thú le cárta leighis, tá tú i dteideal tástáil súl saor in aisce le radharceolaí agus coinne athbhreithnithe gach 2 bhliain.

Má chinneann an radharceolaí go bhfuil spéaclaí uait, tá tú i dteideal péire nua saor in aisce gach 2 bhliain má tá cárta leighis agat. Más sealbhóir cárta leighis thú agus má tá imní ort faoi do radharc, déan teagmháil le d'ionad sláinte áitiúil chun coinne a dhéanamh le radharceolaí.

Má tá imní ort faoi radharc do linbh nó faoi shúile do linbh, agus go bhfuil siad:

- sa réamhscoil – déan teagmháil leis an Altra Sláinte Poiblí nó DT
- sa bhunscoil - déan teagmháil leis an altra scoile nó leis an Dochtúir Teaghlaigh. Tarlaíonn scagthástáil scoile sna naíonáin shóisearacha agus do gach iontrálaí nua. Féadfaidh siad do leanbh a chur chuig speisialtóir súl (Optailmeolaí).
- Sa mheánscoil- déan teagmháil le do DT

I gcás éigeandála, déan teagmháil le do DT / seirbhís lasmuigh de ghnáthuaireanta / Rannóg Éigeandála.

Áiseanna Éisteachta

Tá sealbhóirí cárta leighis i dteideal seirbhísí cúnamh éisteachta saor in aisce ó FnaSS. Más mian leat áis éisteachta a fháil ar do chárta leighis, caithfidh tú iarraidh ar do DT foirm a shíniú ag rá go bhfuil ceann de dhíth ort. Beidh cárta leighis iomlán ag teastáil uait, mar ní féidir leat áis éisteachta in aisce a éileamh ar chárta dochtúra amháin.

Áiseanna agus fearais

Soláthraíonn FnaSS raon leathan d'áiseanna agus d'fhearais leighis agus máinliachta, ar nós cathaoireacha rothaí agus áiseanna síúil. Tá siad seo saor in aisce do shealbhoirí cárta leighis agus do dhaoine ar an Scéim Tinnis Fhadtéarmaigh. Ní mór duit a bheith measúnaithe ag gairmí sláinte ábhartha.

Úsáideann gach Eagraíocht Chúram Sláinte Pobail (ECDP) an bealach céanna chun maoiniú a thabhairt d'fhearais leighis agus máinliachta. Uaireanta, d'fhéadfaí tú a chur ar liosta feithimh le haghaidh iarratas mar go bhfuil an-tóir ar an tseirbhís seo.

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 them 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.

Conas a gheobhaidh mé féin nó mo leanaí vacsaíní a theastaíonn uainn?

Is féidir le vacsaíní cabhrú leat féin agus do theaghlach a chosaint ar ghalair áirithe. Is féidir leat aon cheisteanna nó imní a phlé le do DT nó le d'altra sláinte poiblí. Ní mór vacsaíní a thabhairt nuair a bhíonn do leanbh ag an aois cheart chun iad a chosaint.

Tá sé tábhachtach go bhfaigheann do leanaí a vacsaíní in am iad a chosaint agus leanaí eile atá ró-óg le bheith vacsaínithe go hiomlán.

Ní mór do do leanbh vacsaíní a fháil ag an aois cheart chun iad a chosaint. Teastaíonn roinnt vacsaíní uathu - ní díreach vacsaíní amháin. Má fuair do leanbh vacsaíní sular bhog tú go hÉirinn, labhair le do dhochtúir.

Ba chóir go bhfaigheadh mná torracha an vacsaíní fliú agus an vacsaíní triuch chun iad a chosaint in aghaidh an fhlíú agus triuch.

Iarrfar ort toiliú le vacsaíní (a fháil) duit féin agus d'aon leanaí faoi bhun 16 bliana d'aois atá faoi do chúram.

Tá vacsaínithe do leanaí saor in aisce.

Cad é toiliú?

Iarrfar ort freisin toiliú feasach (comhaontú) a thabhairt le haghaidh máinliachta agus cóireála. Ní mór duit do roghanna a thuiscint agus cad a chiallaíonn sé le toiliú le gnáthamh, cóireáil nó vacsaíní a fháil. Iarr ar an bhfoireann leighis a mhíniú go mion cad a chiallaíonn toiliú do nósanna imeachta agus cóireálacha éagsúla.

Cad a tharlaíonn mura bhfuil Béarla agam?

Mura bhfuil Béarla agat, glaoigh ar an bhfoireann leighis le do thoil agus fiafraigh an féidir ateangaire a shocrú duit.

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: _____

I gCás Éigeandáil (ICE)

Iarrfaidh foireann cúram sláinte ort sonraí teagmhála a sholáthar do:

- Do chéile nó ball clainne nó
- duine a bhfuil aithne agat air gur féidir leo teagmháil a dhéanamh leo má tá cabhair uait

I gcás éigeandála, iarrfaimid na sonraí teagmhála seo ort. Coimeádaimid an fhaisnéis seo inár dtaifid. Caithimid leis an bhfaisnéis seo mar fhaisnéis phríobháideach agus faoi rún. I gcás éigeandála (ICE) ba cheart gur daoine fásta a bhfuil aithne agat orthu agus a bhfuil muintín agat astu a bheith i dteagmhálacha.

- Cuir an uimhir ICE ar an liosta teagmhálacha ar d'fhón póca.
- Smaoinigh ar téacs mar seo leanas a choinneáil ar do fón as Béarla do choinní leighis:

M'ainm _____.

Mó dháta breithe _____.

Labhraím Aráibís (nó Teanga eile, agus teastaíonn ateangaire uaim le do thoil.

(Mura féidir liom labhairt) déan teagmháil leis an

duine seo _____

Gaol: _____

Láthair (seoladh): _____

Sonraí foin/ríomhphost: _____

Seans go mbeidh sé úsáideach duit an teachtaireacht seo a chur i mBéarla ar do ghuthán ar eagla go n-imíonn tú amú:

Dia duit, _____ is ainm dom. Is cuairteoir mé in Éirinn agus tá mé cailte.

Mo sheoladh _____

M'éirchód: _____

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](https://www.hse.ie/eng/services/list/2/PrimaryCare)

Cé na gairmithe sláinte eile a bhféadfainn bualadh leo?

Nuair a úsáideann tú ár gcóras sláinte, buailfidh tú le dochtúirí, cógaiseoirí agus daoine gairmiúla eile:

- Teiripeoir Saothair
- Fisiteirpeoirí
- Altra Sláinte Poiblí.

(féach thíos le haghaidh sonraí faoina ndéanann na daoine seo)

Teiripeoirí Saothair agus Fisiteirpeoirí

Má bhíonn deacracht agat seasamh, siúl nó bogadh, nó má tá tú ag téarnamh ó ghortú, is dócha go bhfaighidh tú coinne le **teiripeoir saothair nó fisiteirpeoir**.

Altra Sláinte Poiblí

Féadfaidh altra sláinte poiblí teacht chun tú a fheiceáil nó coinne a dhéanamh ag clinic áitiúil. Don chuid is mó tugann altraí sláinte poiblí aire do:

- Naíonáin agus leanaí
- Máithreacha nua
- Sean daoine

Má thugann altra sláinte poiblí, altra ginearálta pobail nó teiripeoir saothair cuairt ort, is gnách é seo mar thoradh ar d'ainm a bheith tugtha ag FnaSS dóibh tar éis do chuarite ar dhochtúir teaghlaigh nó ar ospidéal. Is féidir leat tuilleadh faisnéise a fháil faoi na seirbhísí seo ó d'ionad sláinte áitiúil de chuid FnaSS, ó do Dhochtúir Teaghlaigh nó ar líne ag: [hse.ie/eng/services/list/2/PrimaryCare](https://www.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
- If you have an emergency related to pregnancy, you should contact or go directly to your local Maternity unit/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.

Cuid 3: Cad atá le déanamh i gcás éigeandála

Cad a dhéanfaidh mé i gcás éigeandála?

I gcás éigeandála, tá dhá rogha agat. Is féidir leat:

- Glaoch ar 999 nó 112 (glaog gutháin in aisce é) agus iarr otharcharr nó
- Dul chuig an rannóg éigeandála san ospidéal is gaire duit
- Má tá éigeandáil agat a bhaineann le toircheas, ba chóir duit dul i dteagmháil le d'aonad/ospidéal Máithreachais áitiúil nó dul go díreach chuig d'aonad/ospidéal Máithreachais áitiúil.

1. Chun cabhair a fháil (999 nó 112)

Má ghlaonn tú ar cheann de na huimhreacha seo, is féidir leat glaoch ar otharcharr. Is féidir na huimhreacha seo a úsáid freisin chun glaoch a chur ar na gardaí, ar an tseirbhís dóiteáin, ar bhád tarrthála, ar sheirbhísí tarrthála cósta agus sléibhe.

Déan iarracht an fhaisnéis seo a leanas a bheith réidh agat nuair a labhraíonn tú leis an oibreoir glaonna éigeandála:

- Ainm agus dáta breithe an duine atá tinn nó gortaithe
- Cur síos ar a bhfuil cearr leis an duine (cineál gortaithe, aon riochtaí leighis nó ailéirgí a bhfuil a fhios agat futhu)
- Cá bhfuil tú agus an éirchód (más eol duit)

Más féidir leat, inis ainm dhochtúir teaghlaigh an duine agus liosta de na cógais atá á nglacadh ag an duine don fhoireann otharcharr. Ná bí buartha mura bhfuil tú in ann é seo a dhéanamh.

Nuair a chuireann tú glaoch ar na seirbhísí éigeandála, iarrfaidh an fhoireann ansin ort fanacht 'ar an líne' (ciallaíonn sé seo fanacht ar an bhfón) agus, má cheapann siad go gcabhraíonn sé, inseoidh siad duit cad atá le déanamh.

D'fhéadfaí go mbeadh an t-oibreoir ar líne theileafóin na seirbhísí éigeandála in ann ateangaire a sholáthar má theastaíonn ceann uait.

Uaireanta is féidir le duine mearfhreagartha (duine a bhfuil oiliúint leighis aige/aici chun cabhrú leat) teacht chun cabhair a thabhairt sula dtagann an t-otharcharr.

2. 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.

- If you have an emergency related to pregnancy, you should contact or go directly to your local Maternity unit/hospital

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

Suicide risk

Call 999 or 112 if you or someone you know is about to harm themselves or someone else.

Mental health crisis

A mental health crisis often means that you no longer feel able to cope or be in control of your situation.

In a crisis, you must get help as soon as possible.

A GP can offer support for anyone in crisis. If possible, ask someone to come along with you.

Go to or call the emergency department of your local general hospital www.hse.ie/eng/services/maps/

The YourMentalHealth information line is a phone service you can call any time.

A member of our team can tell you about:

- the mental health supports and services available to you
- how to access different services provided by the HSE and our funded partners
- opening hours

Freephone: 1800 111 888

The YourMentalHealth information line is not a counselling service.

Visit www.yourmentalhealth.ie for more information.

2. Teigh chuig an rannóg éigeandála san ospidéal

I gcás éigeandála ina bhfuil tinneas nó gortú tromchúiseach ag duine a bhfuil aithne agat air, d'fhéadfá dul chuig an rannóg éigeandála in ospidéal.

- Má tá éigeandáil agat a bhaineann le toircheas, ba chóir duit dul i dteagmháil le d'aonad/ospidéal Máithreachais áitiúil nó dul go díreach chuig d'aonad/ospidéal Máithreachais áitiúil.

Más mian leat labhairt le duine éigin ar an bhfón faoi conas atá tú ag mothú cuir glooch ar cheann den dá sheirbhís teileafóin thíos.

Riosca féinmharaithe

Glaigh ar 999 nó 112. má tá tú féin nó duine éigin a bhfuil aithne agat air/uirthi ar tí díobháil a dhéanamh dóibh féin nó do dhuine eile.

Géarchéim meabhairshláinte

Is minic a chiallaíonn géarchéim mheabhairshláinte nach mothaíonn tú in ann déileáil le do chás ná smacht a bheith agat air.

I ngéarchéim, ní mór duit cabhair a fháil a luaithe agus is féidir.

Is féidir le Dochtúir Teaghlach tacaíocht a thairiscint d'aon duine atá i ngéarchéim. Más féidir, iarr ar dhuine teacht leat.

Téigh chuig nó glaigh ar an rannóg éigeandála i d'ospidéal ginearálta áitiúil www.hse.ie/eng/services/maps/

Is seirbhís ghutháin í an líne faisnéise YourMentalHealth ar féidir leat glooch air am ar bith.

Is féidir le ball dár bhfoireann glooch ort faoi:

- na tacaíochtaí agus na seirbhísí meabhairshláinte atá ar fáil duit
- conas teacht ar sheirbhísí éagsúla a chuireann FnaSS agus ár gcomhpháirtithe maoinithe ar fáil
- uaireanta oscailte

Saorghlao: 1800 111 888

Ní seirbhís chomhairleoireachta í an líne faisnéise YourMentalHealth

Tuilleadh eolais ar fáil ag www.yourmentalhealth.ie

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.

Tacaíochtaí gutháin eile

Más mian leat labhairt le duine éigin ar an bhfón faoi conas atá tú ag mothú cuir glaoch ar cheann den dá sheirbhís teileafóin thíos.

Samaritans

Tá seirbhís teileafóin na Samáraigh ar fáil 24 uair sa lá. Cuireann siad seirbhís éisteachta ar fáil d'aon duine a bhfuil sé ag teastáil uathu, is cuma cén deacracht atá acu.

Le haghaidh tacaíochta rúnda, neamhbhreithiúnach:

- Saorghlao: 116 123
- Ríomhphost: jo@samaritans.ie
- Chun sonraí an chraobh is gaire duit a fháil féach ar: www.samaritans.ie

Pieta House

Cuireann siad tacaíocht ar fáil do dhaoine atá féinmharfach agus do dhaoine a dhéanann díobháil dóibh féin.

- Saorghlao: 1800 247 247
- Téacsáil HELP chuig 51444 – beidh feidhm ag rátaí caighdeánacha teachtaireachta

ChildLine (équivalent de SOS Jeunes)

- Saorghlao 1800 66 66 66
- Téacsáil an focal Talk chuig 50101 saor in aisce

Tacaíocht Duine-le-Duine:

Le haghaidh tacaíochta duine le duine déan teagmháil le do dhochtúir teaghlaigh.

Cabhair phráinneach

Glaigh ar 999 nó 112 agus iarr ar an tseirbhís otharchair má tá cabhair éigeandála uait nó ar dhuine éigin a bhfuil aithne agat air.

D'fhéadfaí go mbeadh tacaíochtaí sláinte áitiúla eile, tacaíochtaí meabhairshláinte san áireamh, i do cheantar.

Tuilleadh eolais ar www.yourmentalhealth.ie

Who we are ...



Cé muid féin...

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:

Tá FnaSS freagrach as seirbhísí cúram sláinte poiblí a sholáthar in Éirinn. Seasann FnaSS d'Fheidhmeannacht na Seirbhíse Sláinte. Ba é Rialtas na hÉireann a bhunaigh é.

Is mian le FnaSS, an cúram agus an chóireáil is fearr is féidir a thabhairt duit. Seans go mbeidh amanna ann, áfach, nuair a cheapann tú go bhféadfaimis déanamh níos fearr agus uaireanta b'fhéidir gur mhaith leat fiú glaoch orainn faoi rud éigin atá déanta go maith againn.

Is cuma cén aois atá tú, tá cearta agat maidir le do shláinte lena n-áirítear:

- an ceart chun do thuairim a chur in iúl agus go n-éistfí leat
- an ceart gearán a dhéanamh mura bhfuil tú sásta faoi rud éigin atá déanta againn

Ba mhaith linn go n-inseofá dúinn má tá tuairim, moladh nó gearán agat faoi do chúram sláinte. Chun eolas a fháil ar conas tuairim, moladh nó gearán a dhéanamh, tabhair cuairt le do thoil ar:

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.

Tá súil againn gur bhain tú tairbhe as an treoir seo

Ní thagann an fhaisnéis sa leabhar seo, lena n-áirítear na hacmhainní agus nasc, in ionad comhairle leighis ó ghairmithe cúram sláinte ar nós d'altra, d'altra sláinte poiblí, do dhochtúir teaghlaigh nó do chnámhseach. Tá gach duine difriúil.

Labhair i gcónaí le gairmí cúram sláinte chun an chomhairle leighis agus an cúram atá uait a thabhairt a fháil.

Tá gach iarracht déanta againn a chinntiú go bhfuil an treoir seo cothrom le dáta ó thaobh comhairle leighis de. Ach, leis an oiread sin athruithe ag tarlú i gcúram sláinte faoi láthair, tá sé seo deacair. Déanfaimid an treoir seo a nuashonrú arís chun faisnéis nua a chur san áireamh nuair a fhoilsítear arís é.

Tá súil againn gur chabhraigh an t-eolas leat agus guímid go mbeidh taithí mhaith agat ar ár gcóras sláinte.

Get more information

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

Faigh tuilleadh eolais

Tá go leor eolais úsáideach sa bhreis ar fáil ar na naisc ghréasáin seo a leanas:

www.hse.ie

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.

Soláthraíonn Feidhmeannacht na Seirbhíse Sláinte na seirbhísí sláinte in Éirinn, is cuid de FnaSS iad na suíomhanna gréasáin thíos ar fad agus tabharfaidh siad tuilleadh faisnéise duit ar na seirbhísí agus na tacaíochtaí sin.

www.hse.ie/eng/about/Who/primarycare/socialinclusion/about-social-inclusion/translation-hub

Translated documents on common health concerns and other topics as well as access to online health apps

Cáipéisí aistriithe ar ábhair inmí sláinte choitianta agus ábhair eile chomh maith le rochtain ar aipeanna sláinte ar líne

www.immunisation.ie

Information about vaccination

Eolas maidir le vacsaíniú

undertheweather.ie

Health education and management of minor illnesses

Oideachas Sláinte agus bainistíocht mionthinnis

www.yourmentalhealth.ie

Supports and education for your mental health

tacaíochtaí agus oideachais maidir le do mheabhairshláinte

www.medicalcard.ie

Medical card online service

Seirbhís Cárta Leighis ar líne

| Sonraí teagmhála tábhachtacha | | | | | |
|------------------------------------|--|---|------|--|------|
| Doctor: | | Dochtúir: | Tel: | | Fón: |
| Local health office: | | Oifig Sláinte Áitiúil: | Tel: | | Fón: |
| Public Health Nurse: | | Altra Sláinte Poiblí: | Tel: | | Fón: |
| Accident and Emergency Department: | | Rannóg Timpiste agus Éigeandála: | Tel: | | Fón: |
| Out of hours GP Service: | | Seirbhís DT lasmuigh de ghnáthuaireanta | Tel: | | Fón: |
| Pharmacy: | | Cógaslann: | Tel: | | Fón: |
| Maternity services: | | Seirbhísí Máithreachais: | Tel: | | Fón: |

