



**Information Guide to HSE Primary Care and  
Hospital Services for Persons who  
contracted Hepatitis C through the  
Administration within the State of  
Contaminated Blood or Blood Products**

**ARRANGEMENTS FOR THE  
PROVISION OF SERVICES 2020**

**Under the Health (Amendment) Act, 1996**



Seirbhís Sláinte  
Níos Fearr  
á Forbairt

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# CHAPTER 1 – HAA Information Guide 2020


## Introduction

This 2020 Information Guide to Services is for persons who contracted Hepatitis C through the administration within the State of contaminated blood and blood products and are currently eligible for a Health (Amendment) Act (HAA) Card. As the National Coordinator for Hepatitis C I am conscious of the significant developments with regard to the new treatment program for Hepatitis C. This HAA Information Guide 2020 replaces the previous Information Guide 2014.

The new drug treatment for Hepatitis C has been offered to all HAA card holders by the end of 2017 and many cardholders have been successfully treated in the last couple of years.

The HAA card is a life time card and this Information Guide will provide clarity for both cardholders and service providers. I am always available through the National Office to clarify any issues, as they arise.

If you are eligible, the HSE Hepatitis C National Office in Palmerstown will process your application and arrange to issue you with a Health (Amendment) Act Card (HAA Card).



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Níos Fearr  
& Forbairt

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The Hepatitis C National Office  
Health Service Executive  
Stewarts Hospital, Mill Lane  
Palmerstown, Dublin 20  
Tel: 01 6201750/6201846/6201712

PLEASE DO NOT QUESTION THE PERSON WITH THIS CARD

The person presenting to you is in receipt of a Health (Amendment) Act Card which is issued for the duration of their lifetime. If you have any questions regarding their entitlements please do not question the cardholder. Instead please contact Ger Kane at the address above.

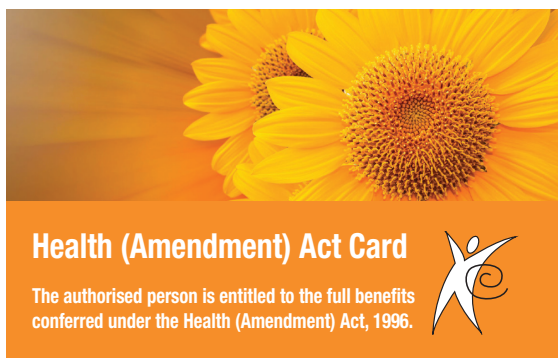
Ger Kane  
National Coordinator for Hepatitis C | Email: ger.kane@hse.ie

**This new Information Card was also issued to each person who is eligible for a HAA Card in 2019**

## What is the HAA Card?

The HAA Card is for eligible men, women and children who contracted Hepatitis C from the administration within the State of contaminated blood or blood products. It is **not** the same as a medical card, a GP visit card or a Drug Payment Scheme (DPS) card. The HAA Card gives eligibility to additional HSE services, on more flexible terms and conditions than the medical card. The HAA card and the eligibility attached to it are for the lifetime of the cardholder. The HAA Card is personal to the individual cardholder and does not cover family members. For this reason, it is important for existing medical cardholders with dependents to retain their medical card. It is also advisable for the same reason for existing GP visit and DPS cardholders to retain those also. Cardholders with private health insurance can also choose to retain this insurance for the same reason. The HAA Card is only for public hospital services not private hospital services.

You will need to bring your HAA card with you when you are availing of services such as GP; pharmacy, dental and optical, as you might need to show it for identification purposes. It will also assist your healthcare professional in claiming payment from the HSE for any services provided. Not all health care service providers can claim payment directly from the HSE so please refer to each section of this information guide for further details.



Signature of authorised person (or parent/guardian if authorised person is under 18 y)

Name of authorised person: \_\_\_\_\_

Address: \_\_\_\_\_

Authorisation Number: R

Date of Issue:

HSE Area: \_\_\_\_\_

This card is personal to the holder and is strictly non-transferable. Loss of this card or any in circumstances (e.g. change of address etc.) should be reported immediately to the HSE

The HAA card has a unique card number containing 6 digits beginning with the letter R. There is also room for your signature on the back of the card or if in the case you are a person under 18, your parent/guardian must sign.

If your healthcare professional has any difficulties in relation to the HAA Card entitlements, or needs anything explained, they should contact the designated Hepatitis C Liaison Officer for your area, who will be happy to assist.

You should not have to resolve any difficulties yourself or explain your eligibility to any healthcare professional and the HSE will make every effort to ensure that all HAA cardholders are afforded this courtesy.



**Ms Ger Kane**  
**National Coordinator**  
**Hepatitis C Office**  
**Health Services Executive**  
**Stewarts Hospital**  
**Mill Lane**  
**Palmerstown**  
**Dublin 20**

*Kind Regards*  


## **Who are the Hepatitis C Liaison Officers and what is their function?**

The HSE has appointed a number of Hepatitis C Liaison Officers throughout the country 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 eligible for under the terms of the 1996 Act. The Hepatitis C Liaison Officers are responsible for co-ordinating and assisting in accessing primary care services only - these are the public services that are provided outside of a hospital setting.

The National Hepatitis C Office has an oversight role nationally in relation to all aspects of the delivery of Hepatitis C services. Contact details for all of the Liaison Officers and the National Hepatitis C Office are listed on Appendix 2 of this Information Guide. The designated hospitals also have their own Hepatitis C Liaison Officers - in most (though not all) cases these Hepatitis C Liaison Officers are nurses in the Hepatology Units. In case of queries about hospital services, the hospital's Hepatitis C Liaison Officer/Nurse should be contacted in the first instance. Each HAA card holder is responsible for sourcing their own GP.

If you are in any doubt about your entitlements or are having difficulty in accessing services you should contact your Liaison Officer in the first instance.

## **What do I do if I lose my HAA Card?**

If for any reason you lose or misplace your HAA Card it is your responsibility to notify your Hepatitis C Liaison Officer immediately. The Hepatitis C Liaison Officer will cancel your original card number and will issue you with a new card and a new number. For your convenience, you will find a Notification of Lost/Misplaced HAA Card Form on pg 32, which can be completed and returned to your Liaison Officer to inform them of your card being mislaid.

## **What do I need to do if I change address?**

If you change address it is very important that you inform your Liaison Officer. This is to ensure that you continue to receive any relevant information that will be of interest to you and also so that we can contact you in relation to any re-imburements etc., that you might require. For your convenience a Change of Address Form is included on pg 30, which you should complete and return to your Liaison Officer in the event of you moving address. It is your responsibility to notify change of address immediately.

If you wish to be contacted by email, you can use the Email Address Authorisation Form to send in your email address on pg 31.

All of your personal information will always be treated in the strictest of confidence. The HSE is GDPR compliant.

## Confidentiality

At your request, the Hepatitis C Liaison Officer can arrange for your correspondence to be directed to any address of your choice, it does not have to be your home address. A small number of people have requested that no correspondence be sent to them by the HSE, and this request has been respected.

Similarly, if you request that no telephone contact be made with you, or you wish to restrict contact to a mobile phone only, then your wishes will be respected. When telephoning you at your designated number, if you are not available the Hepatitis C Liaison Officer will never leave a message with another person, which might compromise your confidentiality, without your permission.

From time to time, the HSE may need to contact you. This may be in response to a query you have made, or to forward payment to you in respect of costs being recouped.

New information of interest to you might come to hand, such as improvements to service arrangements or the availability of new services. You are also entitled to be kept informed of relevant changes in the HSE's administrative or primary care staff or in the HSE's lists of private contractors who provide services to HAA cardholders. The HSE will also write to you to inform you of information sessions and conferences which they are hosting, unless you advise the HAA office otherwise.

### **What do I do if I have a complaint or wish to make an appeal on a decision?**

Most of the service providers you will encounter are private contractors, and are not employed by the HSE. These are mostly health care professionals who work outside hospitals or community health centres, such as GPs, Dentists, Pharmacists, Opticians, Counsellors or Chartered Physiotherapists.

If you have a problem with the services provided by any health care professional, you should do the following:

- If the complaint is about eligibility for services, payment, or access to healthcare, you need to contact your Hepatitis C Liaison Officer in the HSE or hospital, who will assist in resolving matters;
- If the complaint is about the service provider's professional conduct, you need to complain directly to the relevant professional body, and also inform your Hepatitis C Liaison Officer;
- If your problem relates to HSE staff, the HSE policy complaints procedures "Your Service Your Say", see below;
- If you have a problem you might also wish to contact one of the support groups listed in the back of this Information Guide, who will be able to offer assistance and advice.

### **How do I make a comment, compliment or complaint to the HSE?**

- Talk to any member of HSE staff, service manager or Complaints Officer
- E-mail [yoursay@hse.ie](mailto:yoursay@hse.ie) with your feedback
- Send a letter or fax to any HSE location
- Ring the HSE: 1850 24 1850

## What will happen next?

In the case of a comment or a compliment we will send you a letter of acknowledgement if you gave us your contact details.

We will pass on your comment or compliment to the relevant service or staff member. They will acknowledge your verbal complaint immediately or as soon as possible.

A written complaint will be acknowledged by a Complaints Officer in writing within five working days.

## How will my complaint be dealt with?

Depending on the nature and seriousness of your complaint:

- a staff member/service manager will attempt to resolve your complaint locally; or
- a Complaints Officer will look into the issues raised in your complaint.

## How long will it take the Complaints Officer to look into my complaint?

The Complaints Officer will look into your complaint within 30 working days of the date when it was acknowledged.

If it takes longer to look into all the issues raised in your complaint the Complaints Officer will notify you within 30 working days and will give you an update on what is happening every 20 working days after that.

## What do I do if I am not happy with the recommendations made by the Complaints Officer or the way my complaint was dealt with?

You may ask for a review by the HSE. Your review rights will be clearly outlined in the Complaints Officer's report to you. You have 30 working days from the date of the final report sent to you by the Complaints Officer to ask for a review.

## What if I am not happy with the outcome of the review?

You may request an independent review of your complaint from the Office of the Ombudsman or Ombudsman for Children.

Office of the Ombudsman:

Phone: 1890 223 030

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

Office of the Ombudsman for Children:

Phone: 1890 654 654

Email: [oco@oco.iel](mailto:oco@oco.iel)

## Summary

Persons who contracted Hepatitis C through the administration within the State of contaminated blood and blood products and who therefore hold a Health Amendment Act (HAA) card are eligible for a range of primary care services and hospital based services including:

- GP Services
- Prescribed drugs, medications, aids and appliances
- Dental services
- Aural services
- Ophthalmic services
- Home support
- Home nursing
- Counselling
- Complementary therapies
- Chiropody services
- Physiotherapy

Each of these and all other services including hospital based services are described in the relevant chapter of the guide.

# CHAPTER 2 – Hospital Services

## Designated Units

For adults with Hepatitis C, the Hepatology Units which have been specially designated to provide your care are located in the following public hospitals:

- Beaumont Hospital, Dublin 9;
- Mater Misericordiae University Hospital, Dublin 7;
- St. James's Hospital, Dublin 8;
- St. Vincent's University Hospital, Dublin 4;
- St. Luke's Hospital, Kilkenny;
- Cork University Hospital, Wilton, Cork;
- University Hospital Galway, Newcastle Road, Galway;


## What about children with Hepatitis C?

Our Lady's Children's Hospital, Crumlin Dublin 12 provides services to children with Hepatitis C, until the age of 18. After their 18th birthday, children are referred by Our Lady's Hospital to one of the adult Hepatology Units.

**Hepatitis C patients who are HAA cardholders are eligible for the following hospital services in one of the designated public hospitals:**

- Access to hospital facilities for Hepatitis C or any related condition
- Emergencies will happen from time to time so this may impact on access
- Once a patient is referred by the Specialist Consultant Hepatologist to another consultant in a public hospital for the testing, investigation or treatment of any condition they will be given a priority appointment within two weeks for the first consultation. Subsequent appointments with specialities other than Hepatology will be arranged on the basis of **medical need** and will not fall within the 2 week rule. **Again, this is a clinical decision that only your Consultant can make.**
- Each liver unit in each of the eight designated hospitals providing services to the HAA cardholders is aware of the eligibility regarding referrals to other specialities and in particular the time frame in which they must facilitate you being seen. It is important if there are any difficulties in having your appointment with another consultant facilitated within the specified timeframe that this is explained to you. All of the liver units have indicated their commitment to facilitating everyone so that all onward referrals into other specialities will be arranged within the 2 week timeframe in so far as possible. Again where there are difficulties or delays anticipated, this should be explained to you and every effort will be made to arrange your appointment as quickly as possible.
- Each unit will have a designated ward area for patients who are admitted for testing, treatment or biopsy. A minimum of five days admission to a public hospital bed will be offered to patients for anti-viral therapy initiation if they wish, if recommended by the Consultant.
- Ideally that no patient should have to wait more than one hour for their **scheduled appointment (excluding ED).**
- Exemption from paying the statutory in-patient hospital charge in a public ED.





Where it is clinically indicated that a liver transplant is required, access to the transplant procedure will be available without delay, subject to the availability of a suitable organ and medical priority. In the event that the particular procedure cannot be performed in Ireland, arrangements can be made, on the recommendation of the treating clinician, for the procedure to be performed abroad.

**Hospital services which are not related in any way to Hepatitis C are available to you under the same general conditions as to other members of the public.** Your Hepatologist will decide whether a condition is potentially Hepatitis C-related or not, as this is a clinical decision for the Hepatologist to decide.”

**Any hospital services provided in the Private Hospital setting do not come under the terms of the HAA card.**

## **Support Staff**

Staff in the Liver/Hepatology Units of the eight designated hospitals are very well informed on the eligibility attached to the HAA card. Each Unit has a dedicated Liaison Nurse whose role is to act as a point of contact for you in the liver unit and in the hospital itself. The HSE works very closely with clinicians and staff in the liver/hepatology units to ensure there is equal access to services from one hospital to another and also that HAA cardholders appointments/referrals etc., are facilitated within reasonable agreed timeframes.

## Chiropody/Podiatry

The type of services which are offered by most chiropodist/podiatrists include the following:

- Foot-care and footwear advice
- Pain management in the foot
- Nail Surgery
- Verrucae treatment
- Diabetic foot care and continuous assessment
- Preventative foot care by the use of customised orthotics.

HAA cardholders can avail of chiropody/podiatry services from any qualified chiropodist/podiatrist. You can avail of as many visits to the chiropodist/podiatrist as you need and there is no requirement to obtain prior approval or a GP's referral. You can then either recoup the cost of your consultations with the Chiropodist on production of receipts with your Liaison Officer or alternatively the Liaison Officer can arrange to pay the chiropodist directly on your behalf.

- Society of Chiropodists and Podiatrists in Ireland
- Irish Chiropodists/Podiatrists Organisation Ltd
- Institute of Chiropodists and Podiatrists in Ireland
- Irish Branch of the British Chiropody and Podiatry Association

If you require further information about chiropody or wish to check whether your practitioner is a registered member of one of these organisations, you should contact them directly.

## Summary

- You are eligible for all chiropody/podiatry services provided by qualified chiropodists
- You can avail of services whenever and as often as you wish and do not need referral from a GP or prior approval from your Liaison Officer
- Payment can be arranged by the HSE directly with your chiropodist if you wish or you can be reimbursed by your Liaison Officer on production of receipts.

# Complementary Therapies

## What are Complementary Therapies?

There are a wide variety of complementary therapies available in Ireland, and the term generally refers to therapies that are not used as part of conventional medicine. Many people have found complementary therapies beneficial in dealing with a number of conditions as part of their overall care and well-being. Complementary therapies which are covered by the HAA card are limited to the following therapies:

- Massage
- Reflexology
- Acupuncture
- Aromatherapy
- Kinesiology
- Osteopathy

## How can I avail of complementary therapies with my HAA card?

Complementary therapies are available to all HAA cardholders as part of the overall range of healthcare services provided. It is essential that your Hepatologist (liver specialist) approves of any complementary therapy before you start. You should keep your Hepatologist (liver specialist) informed of any service or treatment you are undertaking, regardless of whether the HSE are refunding all or part of the cost/ or you are paying for it in full yourself. **A letter stating how many treatments per year is required annually from your GP or Consultant.** In general, you should talk to your Hepatitis C Liaison Officer first to check the position regarding payment. The Hepatitis C Liaison Officer will refund the cost of complementary therapies under the following criteria.

If you are thinking about using complementary therapies of any kind, always discuss with your liver specialist first. Even therapies, herbs or supplements that seem harmless can cause unexpected problems, or can react badly with other conventional medicines or therapies that have been prescribed for you.

For your own protection, we recommend that you check that your complementary therapist has an acceptable level of professional indemnity or insurance.

At the moment, no complementary therapy is regulated by the Department of Health or by any recognised regulatory agency acting on its behalf including the HSE. Neither are there any statutory registration bodies for persons offering these services.

# Counselling Services

## Who can avail of counselling services?

Psychological counselling services are available to HAA cardholders and their immediate family members under the terms of the Health (Amendment) Act 1996.

Counselling is a very personal and important aspect of the overall care of persons with Hepatitis C and their immediate relatives. Access to counselling services is provided in a way, which fits in with the needs of clients so that they can avail of counselling whenever it is needed. Counselling is also available to persons who received infected or potentially infected Anti-D, blood or blood products but who have tested negative for Hepatitis C.

Many people attend a Registered counsellor directly after they have been diagnosed, or when they are preparing to attend the Hepatitis C & HIV Compensation Tribunal or the High Court. However, you are not confined to seeking counselling at these times: you can attend a Registered counsellor whenever you feel you need to. You do not have to remain with this counsellor if you would prefer to attend another, nor do you have to attend a local counsellor if you choose not to do so.

The choice of counsellor is up to you, provided the counsellor you choose meets certain criteria in terms of their professional qualifications/accreditation as outlined below. If you are unsure about the professional qualifications or accreditation details of the counsellor you should discuss this with your Liaison Officer.

## How can I access counselling?

You can self-refer for counselling. You do **not** need to be referred by your GP or Consultant for counselling and you do **not** need prior approval from the Liaison Officer, as long as you attend one of the approved counsellors who may be on the HSE list, which may be available from your Liaison Officer. This also applies to counselling services for your spouse or partner and children (including adult children). In the case of children who contracted Hepatitis C, counselling services will also be available to their parents, brothers and sisters, without prior approval or referral.

Under certain circumstances, counselling for adults with Hepatitis C can also be extended to other close family members, particularly relatives or carers who are living with you or who are in close contact with you, with the prior approval of your Hepatitis C Liaison Officer. The HSE currently recognises accreditation from the following list of various types of counselling therapists:

- Psychological Society of Ireland (PSI)
- Irish Association for Counselling and Psychotherapy (IACP)
- Irish Council for Psychotherapy (ICP)
- Family Therapy Association of Ireland (FTAI)
- Irish Association of Humanistic and Integrative Psychotherapy (IAHIP)
- Irish Constructivist Psychotherapy Association (ICPA)

If you require further information about counselling or wish to check whether your practitioner is a registered member of one of these organisations, you should contact the practitioner directly.

## What are the arrangements for paying counselling fees?

The Liaison Officer pays the counselling fees directly to the counsellors registered to provide this counselling service provided they are on the approved HSE list available from your Liaison Officer. To avail of this service, you should contact the counsellor of your choice directly to arrange your appointment. He/she will ask you to sign a form that will allow him/her to be paid by the HSE for the consultation.

If you are already attending, or wish to attend a counsellor who is not on the HSE list you will have to pay the counselling fee directly to the counsellor yourself. By providing your Liaison Officer with registration/accreditation details of your counsellor you will be able to recoup these payments but you should always discuss with them in advance to make arrangements.

You should also satisfy yourself about the qualifications and professional accreditation of any counsellor you attend who is not on the HSE list and as outlined above if you are in any doubt regarding the professional qualifications and/or accreditation details of the counsellor, you should discuss with your Liaison Officer.

The HSE will not refund payments in respect of counsellors who do not meet the criteria outlined above. Receipts for re-imburement for counselling must have the full details of the counsellor, including their professional accreditation printed on the receipt.

Some counsellors have a policy of charging clients for cancellation of sessions if enough notice has not been given. The HSE will **not** pay counsellors for sessions which have been cancelled by the HAA cardholder or where the cardholder does not attend for their appointment.

There is no requirement for you to indicate to your Liaison Officer the likely duration of your attendance at counselling, it is a clinical matter for your counsellor to determine. Any queries with regard to this service should in the first instance be directed to the Hepatitis C Liaison Officer.

Psychiatry services are also available to HAA cardholders; referrals are made on very specific medical needs and only by your GP/Consultant. Access to this service is generally separate to counselling services and normally provided on an out-patient basis in the hospital setting. **Private Psychiatric fees are not covered by the HAA card.**

## Summary

- Counselling is available to all HAA cardholders and immediate family members.
- Prior referral from a GP/Consultant is not required.
- Prior approval is not required from the Liaison Officer once attending a counsellor from the HSE approved list for each area.
- The number and frequency of counselling sessions attended is a clinical matter to be determined by the counsellor.
- The HSE will not refund payments in respect of counsellors who do not meet the specified criteria as listed.
- The HSE will not pay counsellors for sessions which are cancelled by the HAA cardholder or where the cardholder does not attend for their appointment.

## Dental Services

HAA Cardholders are entitled to all necessary routine and emergency dental treatment including full denture treatment and appliances. Details on the range of treatments available are outlined below. **You will not be refunded for any non-routine dental treatments if you have not sought and been given prior approval by your Liaison Officer**

Dental treatments are provided by dentists who participate in the Dental Treatment Services Scheme (DTSS) operated by the Health Service Executive. (A list of participating dentists is available from your Liaison Officer). If the dentist of your choice participates in the DTSS he/she must provide you with services at the agreed DTSS rates.

### How do I avail of services from a participating dentist?

Once you have checked with your Liaison Officer that your chosen dentist is on the list of dentists participating in the DTSS scheme, you may begin attending them for treatment and then simply present your HAA card to them as payment.

**Note:** Before you leave the dentist's surgery, you will be asked to sign a form that will enable the dentist to be paid for the consultation.

**If you require a prescription** - your dentist should write your prescriptions on a private prescription form (*not on the form used for medical card prescriptions*). You are then entitled to have these prescriptions dispensed without charge on production of your HAA card by a pharmacist. (Please see pg 20 for further details on pharmacy services).

### Can I attend a Dentist who does not participate in the Scheme?

If your dentist does not participate in the DTSS you can continue routine treatment with this dentist, provided you have the prior approval of the Hepatitis C Liaison Officer.

Hepatitis C Liaison Officers will endeavour to facilitate such requests, particularly if you have been attending the dentist for some time or there is no DTSS participating dentist in your local area.

### What treatments are covered?

The following are the different types of treatments, which **are** covered by the scheme:

- Oral Examination;
- Scaling and treatment of mild gum conditions;
- Routine Fillings;
- Extractions (including surgical);
- Root canal treatment (front teeth upper/lower) x 2;
- Amputation of roots;
- X-rays;
- Dentures (including repairs).

## Are other dental treatments covered?

If you require dental treatments other than those described above you **must first seek the prior approval** of the Hepatitis C Liaison Officer to determine if they will be covered under the terms of your HAA card. Dental treatments such as crowns/bridges/orthodontic treatment are **generally not covered**.

In order for consideration to be given to funding dental treatments other than those outlined on previous page, your dentist must provide you with a **detailed treatment plan** outlining the full treatment being proposed and the cost. This must be submitted **before any treatment commences** to the Hepatitis C Liaison Officer who will then seek advice from the HSE Principal Dental Surgeon (PDS) from your area. **You will not be refunded for any non-routine dental treatments if you have not sought and been given prior approval by your Liaison Officer as to whether or not the treatment cost will be covered under the HAA card.**

In the case of **non-routine dental treatments** which have been approved and completed, the invoice/ receipt should be forwarded directly to the Hepatitis C Liaison Officer.

## Summary

- Any dental treatments which are medically necessary are covered.
- If you have any doubt as to whether a treatment is medically necessary or not, please check with the Hepatitis C Liaison Officer before incurring any expense.
- The Liaison Officer will seek the clinical advice of the Principal Dental Surgeon where non-routine dental treatment is being sought.
- **You will not be refunded for any non-routine dental treatments if you have not sought and been given prior approval by your Liaison Officer.**

## General Practitioner Services

You are eligible for the following:

- To attend any registered GP of your choice.
- To change GP if you wish (for health reasons it would be better to remain with a specific doctor who would have the primary responsibility for providing services to you).
- To all general practitioner (GP) medical and surgical services, in relation to all medical conditions, provided by a registered medical practitioner chosen by you.
- Each HAA Card holder is responsible for sourcing their own GP.
- If you are having difficulty in sourcing a GP, your Liaison Officer will provide you with a list of GPs in your area.

### This Service is provided by:

- All registered GPs (Doctors who are registered with the Irish Medical Council).
- GPs that are members of the General Medical Services Scheme (GMS). Doctors who are members of the GMS Scheme are reimbursed for the cardholders visit from the Primary Care Eligibility Reimbursement Service (PCERS). Prior to leaving the GP's surgery, you should sign a form (Special Type Consultation form / STC); this will enable the GP to claim payment for your visit from the PCERS.
- Private GPs. Private doctors are reimbursed via your Liaison Officer. You may pay the GP and send the receipt to your Liaison Officer for reimbursement or the GP can send an invoice directly to the Liaison Officer for payment.

### Prescriptions:

- The GP should write prescriptions on a private prescription form.
- A pharmacist will dispense prescriptions prescribed by your GP without charge on production of your HAA card.

### Out of Hours GP Services:

Should you require a GP out of hours there are many existing telephone lines and services available in your area for out of hours GPs and on-call doctors. Your own GP's surgery will usually have a pre-recorded message on their telephone specifying the out-of-hours arrangements outside of normal surgery hours. You will of course be covered for this service with your HAA card but in the unlikely event that the GP on-call does not have the facility to record your HAA card, you will be reimbursed by your Liaison Officer for any expense incurred.

### Travel Vaccinations and Vaccinations for Hepatitis A & B:

- Your GP can provide you with vaccinations for hepatitis A & B (by prior appointment) or alternatively you can receive these from your designated Hepatology unit.
- The HAA Card covers vaccinations required prior to travelling abroad.
- Travel vaccinations can be administered by GPs (most GPs will **not** routinely carry stocks of these vaccines and will have to order them for you).
- Travel vaccinations will usually only be available with your GP by prior appointment. If you are planning to travel abroad, you are advised to check this with your GP well in advance. Please see pg 23 re Insurance.



## Hearing Tests and Aids

Hearing tests and aids (sometimes referred to as aural services) are available to all HAA cardholders through HSE Audiology Services.

If any cardholder requires hearing tests and/or hearing aids he/she should initially contact the Hepatitis C Liaison Officer for details of how to access the service, as arrangements for audiology services vary from region to region.

**The HSE will not refund the cost of hearing aids/appliances which have been purchased privately.**

## Home Nursing Service

**(the Service specified in Section 60 of the Health Act, 1970)**

Home nursing is available in respect of all conditions affecting the health of eligible persons, not just Hepatitis C. Home nursing is defined as any care provided at home (other than domestic assistance) to patients by nurses, health care assistants and any other relevant healthcare professionals. Home nursing care is delivered as part of the full range of home care services and may be inclusive of home support (as outlined in next section).

All referrals for home nursing services should be facilitated through the office of the clinical nurse coordinator in the greater Dublin area and outside this area should be brought to the attention of the Hepatitis C Liaison Officer in the first instance. Referral is accepted from the Liver Consultant in the relevant hepatology unit, the client themselves or their family, clients support group, liver transplant coordinator, GP, Public Health Nurse, Social Worker, Hepatitis C Liaison Officer etc.

Following referral, the clinical nurse co-ordinator or designated HSE staff member will carry out a health and social care needs assessment to determine the most appropriate care plan to suit each individual's needs, this may be by phone initially. The home care plan will be an individualised, client focused, flexible and easily accessible plan of care which meets the assessed needs at any given time of each client and which is reviewed on a regular basis to reflect changing needs. The aim of the care plan is to provide and support client focused care in the community to enable the individual to be cared for at home where possible and to reduce unnecessary admissions to hospital and facilitate early discharges from hospital.

From time to time it may arise that the circumstances of referral may not give ample time for a full care at home plan to be put in place immediately, and in such a case, services will be put in place as quickly as possible. Each home care plan will be monitored by the clinical nurse coordinator or designated nurse with responsibility for arranging home nursing care and will be reviewed at regular intervals and as client's needs change.

HAA cardholders are also entitled to respite care, convalescent care and where clinically recommended long term nursing home care. **Further information is available from your Hepatitis C Liaison Officer or the National Hep C Office in Palmerstown (01 620 1846).**

## Home Support Service

If as a result of your condition, you are having difficulty in carrying out normal household chores, you are eligible for home support services. If your normal household responsibilities include cooking for a family, cleaning the family home or looking after children, the home support service can cover any or all of these duties. Access to home support services is available to both male and female HAA cardholders.

The extent of home support to be provided is based on your needs and is determined by carrying out a health & social care needs assessment. This may be by phone call initially followed by a house call by the nurse where necessary. Hours awarded will be kept under review.

### **IMPORTANT note re employing your own home support worker/workers.**

**If you wish to employ your own home support worker and if that is deemed to be appropriate for you following assessment, you can do so, on the understanding that you will be responsible for fulfilling the usual employer's requirements, in relation to P.R.S.I., TAX and Public Liability Insurance. It is your responsibility to advise your home support worker/workers of your medical condition.**

This is a serious legal responsibility and you should think carefully before you employ someone yourself. **Because of this, the preferred option is that your HSE area undertakes the direct sourcing, employment and payment of your home support worker.** If you decide to go ahead and employ someone yourself, the HSE will pay the Home Support Grant to you directly and you will be responsible for paying your home support worker yourself. All HSE areas will require a regular return from cardholders confirming that the specified hours of home support have been undertaken. On receipt of these signed details, payment will be made at the appropriate rates.

The home support provided should also be flexible, and fit in with your particular circumstances. For example, cardholders with school-going children might require additional support during the school holidays, or patients undergoing anti-viral therapy might need more support during this time. Home support services can be provided at evenings, weekends or bank holidays in exceptional circumstances, but only if the nature of the support required means that it cannot be provided during normal working hours; this will be determined at the time of the assessment.

Once an assessment of need has taken place and the extent of home support care determined, the most appropriate arrangements are put into place. In certain cases it may be appropriate for your home support needs to be met by someone known to you and appointed by you and in that case the HSE will make a monthly payment to you in order to allow you remunerate your chosen home support worker. Alternatively you may not wish to appoint someone of your own choosing or it may not be appropriate for you and so in that case the HSE will appoint a home support worker to carry out the household duties.

**Each home support arrangement will be kept under close review by the HSE to ensure your needs continue to be met appropriately. This may be by phone call through the National Office.** You need to be aware that your home support worker may be made aware by the HSE if you have Hepatitis C, but will be obliged to maintain the confidentiality of this information and any breach of this would result in disciplinary action by the HSE.

If you have any queries about any aspect of the home support service, you should contact your Hepatitis C Liaison Officer directly.

# Ophthalmic Services

## Treatment and Appliances

If you require eyesight tests and/or prescription spectacles, you can attend any Optician of your choice. You are eligible for any optical appliance or service that is clinically necessary. The HSE will reimburse the optician directly for the cost of the sight test and prescription spectacle lenses.

Prior approval from your Hepatitis C Liaison Officer is **not** required when you avail of ophthalmic services by using your HAA card once you provide your HAA card number to the optician. Your optician will ask you to sign the form when you receive a service or are dispensed a pair of prescription spectacles, this will enable the optician to be paid for the goods or service.

A list of HSE contracted opticians in your area is available from your Liaison Officer.

## What am I eligible for?

- An eye examination without charge, whenever necessary.
- Prescription spectacles required for either distance or reading, or both, with plastic lenses if desired. Bifocal and varifocal lenses are also covered.
- The full cost of any clinically prescribed lenses.
- A grant of €90.60 towards the cost of the frames - if you choose frames which are valued at above €90.60 you will be liable for the additional cost.
- You are eligible for two pairs of new spectacles per prescription within any two-year period, unless you need to have them replaced more often because of a change in your prescription.

The cost of any lenses that are **clinically necessary** in your glasses are covered. In the case of varifocal lenses, a grant of €249 is available for a complete pair (including €90.60 towards the frames) which should cover the full cost. However, in the case where the complete cost of the varifocals is not covered by the €249 grant, the balance will have to be paid by you and then once you provide receipts to your Liaison Officer you will be reimbursed the difference.

## What if I wear contact lenses?

If you choose contact lenses (standard or disposable) instead of glasses, you are only entitled to a 3 month supply every 2 years unless there is a **clinical reason** as to why you need to wear contact lenses instead of glasses, the cost of these lenses will be fully covered, provided you have a Doctor's recommendation.

# Pharmacy Services

## Prescribed drugs and medications

HAA cardholders are eligible for any prescribed drugs and medicines without charge. In order to avail of this service you need to present your HAA Card to the pharmacy of your choice along with the relevant prescription. The pharmacy you choose is at your discretion. You do not have to attend a local pharmacy, or attend the same pharmacist each time you get a prescription dispensed if you choose not to but it is advisable for you to maintain a good relationship with one pharmacist.

Your prescribing physician, that is your GP, Consultant or Dentist, should write your prescription on a private prescription and **not on the prescriptions used for medical cardholders.**

You will be required to sign a receipt for the items dispensed to allow the pharmacist to be paid. Pharmacists are paid through the PCERS (Primary Care Eligibility Reimbursement Service) section of the HSE. There are certain items which your GP/Consultant/Dentist may prescribe for you and which the pharmacist cannot be reimbursed from the PCERS. **In these cases the Pharmacist can seek a refund from the HSE via the Hepatitis C Liaison Officer and so in these cases you should ask the pharmacist to contact your Liaison Officer directly. Your pharmacist will need to provide a copy of your prescription to the Hepatitis C Liaison Officer.**

All Pharmacists are aware that if there are any questions regarding the recoupment of individual items, these should be brought to the attention of either the PCERS, or to the relevant Hepatitis C Liaison Officer, and not to the HAA cardholder. Every effort will be made by the HSE and the PCERS to sort out any problems that might arise without difficulty to the individual cardholder if at all possible.

## Prescription charges

As a HAA cardholder you are **exempt** from paying the per item charge on prescriptions.

## What Pharmacy products are not covered?

Branded creams, perfumes, toiletries, makeup are not suitable for prescription under the HAA card, this does not include creams and lotions used for certain skin conditions, which may be prescribed by your GP or Consultant in certain circumstances. Your Hepatitis C Liaison Officer can advise you on whether or not certain items are available to you on your HAA card and you should discuss any queries with them in the first instance.

## High Tech Drugs

The High Tech Drugs Scheme provides for the dispensing of High Tech Medicines through Community Pharmacies. These medicines will generally only be prescribed or initiated by a Hospital Consultant. Examples of high tech medicines are: anti-rejection drugs for transplant patients, chemotherapy and growth hormones. If you are prescribed a high tech medicine, the hospital will ask you to indicate the community pharmacy from which you wish to obtain these medicines. This does not have to be your local pharmacy or the pharmacy that you normally attend.

However, it is a good idea to get all your medicines from the one pharmacy so that your community pharmacist will be in a position to monitor your overall drug therapy having regard to other medicines that you may also be taking.

## Aids and Appliances

You are eligible for certain necessary aids and appliances under your HAA card, regardless of whether they are required because of your Hepatitis C, or for another condition. Depending on the items required these must be prescribed by your GP, Consultant, Occupational Therapist or Public Health Nurse/Clinical Nurse Co-ordinator, however, in most cases an assessment must be undertaken by an Occupational Therapist to determine the most suitable appliance for you.

### What types of aids and appliances am I eligible for?

There are many different aids and appliances used nowadays by people to promote independence inside and outside their home with mobility, movement etc. These include walking sticks and frames, wheelchairs, grab rails, shower seats, bath and bed hoists etc. Depending on your need, the Occupational Therapist will assess and recommend your aids and appliances. Training may be required in the use of certain appliances and in most cases this will be arranged by the Occupational Therapist recommending the appliance.

**The HAA card does not include an entitlement to provision of stair lifts and any other building home renovation works which you may require.**

**The HSE does not have any role in the installation or fitting of aids or appliances or the arranging/facilitating of this.**

In some cases, medical and surgical aids and appliances might be stocked by pharmacies and can be obtained with a prescription in the same way as drugs and medicines. However, most aids and appliances are specialist in nature and are not routinely available from local pharmacies.

At the time of writing, certain persons may also be eligible for a grant through the Housing Adaptation Grant Scheme which is administered by Local Authorities and this may assist with house modifications etc. Your Local Authority will be able to provide you with further information on this scheme. This Housing Adaptation Grant Scheme requires a medical assessment.

## Physiotherapy Services

Physiotherapists are specialised members of the healthcare profession who use methods such as exercise, manipulation, and massage to treat pain, injury and disability associated with a wide variety of conditions and illnesses that can affect people of all ages.

Physiotherapy services are available to you either privately by a chartered physiotherapist or else in the hospital setting once you are referred by your GP/Consultant. The level of service required is a clinical decision. Chiropractic, osteopathic and hydrotherapy services are also available to you and can be availed of once they are performed by a registered chartered physiotherapist.

### How do I avail of services and arrange payment?

Once you are referred by your GP/Consultant you should contact your Liaison Officer who will advise you on private chartered physiotherapists in your area that already provide physiotherapy services to HAA cardholders. The HSE will then pay this physiotherapist directly for you each session you attend.

Alternatively you may attend a physiotherapist of your choice and if you wish, the Hepatitis C Liaison Officer will contact the physiotherapist on your behalf to check whether he/she wishes to be added to the HSE list, or if not, will agree to invoice the HSE directly for your own treatment. If the physiotherapist is unwilling, or if you would prefer that the Hepatitis C Liaison Officer did not get involved, you are still free to attend this physiotherapist and have the cost recouped. You do not have to attend a local chartered physiotherapist, or to continue attending the same physiotherapist if you choose not to.

If you attend a chartered physiotherapist other than those on the HSE list, you should be careful to check that he/she is professionally qualified. **Hepatitis C Liaison Officers will not recoup the cost of physiotherapy or any other associated services provided by an unqualified or unregistered practitioner. If in doubt, check with the Hepatitis C Liaison Officer before incurring any expense.**

The Irish Society of chartered physiotherapists is the professional body representing chartered physiotherapists in Ireland. You can find out more information on physiotherapy in Ireland, including contact information for chartered physiotherapists nationwide, through their web site or by contacting the Society directly.

# Insurance Scheme

**Travel Insurance    Mortgage Protection Insurance    Life Insurance**  
*For persons who were infected through blood or blood products within the state.*

## General Rules for the Insurance Scheme

### Life Insurance

You can take out Life Assurance at any time until you reach your 65th birthday. The maximum sum assured is adjusted each year in line with the Consumer Price Index. Your financial advisor should be able to advise you about what level of insurance you should take out to meet your needs. Should you wish to take out insurance you will pay the same premium that any member of the public will pay for your age and smoking status. The important thing to remember is that as the **sum assured increases the premium cost will also increase.**

### Mortgage Protection Insurance

Mortgage protection insurance is available. Mortgage Protection insurance will only be approved for the purchase of a new primary home or for the repair, renovation or refurbishment of your current primary home. The maximum sum assured is adjusted each year in line with the House Price Index published each month by the Central Statistics Office.

### Travel Insurance

- **A standard travel insurance policy is available.**
- **The policy covers your travel for the whole year**
- **You should organise your travel insurance at the same time as you make your travel arrangements to ensure that you are properly insured before you travel**
- **There are some restrictions as to the number of days that your trip can last**
- **Travel Insurance is provided by Whitehorse Insurance Ireland Limited under the name of Emerald Travel Insurance**

### Eligibility:

- To avail of the Insurance Scheme you must have an **Eligibility Certificate.**
- To receive an **Eligibility Certificate** contact John Dwyer, HSE Insurance Scheme Administrator, who will send you an application pack.
- Eligibility is based on certain criteria. If you have a HAA Card or have received an award from the Hepatitis C Compensation Tribunal you are automatically entitled to take out insurance under the scheme.
- If you think you are eligible contact John Dwyer, HSE Insurance Scheme Administrator, who will advise you.

### Age Related:

- To enter the Insurance Scheme for Life Insurance or Mortgage Protection you must not have reached your 65th birthday.
- Once you have taken out either Life Insurance or Mortgage Protection you may remain insured provided you continue to pay the agreed monthly premium until you reach your 75th birthday.
- There are **no** age restrictions for Travel Insurance.

# Insurance Scheme

**Travel Insurance      Mortgage Protection Insurance      Life Insurance**  
*For persons who were infected through blood or blood products within the state.*

## **Delay Period:**

- If you have not yet reached your 30th Birthday there is usually no delay period.
- If you are aged between 30 years and 49 years the initial sum assured increases each month over a period of 24 months when the full sum assured will come into force.
- If you have reached your 50th birthday the initial sum assured increases each month over a period of 36 months when the full sum assured will come into force.

## **Taking Out Insurance:**

- There are Approved Insurers appointed under the Insurance Scheme.
- To take out insurance you contact one of the Approved Insurers listed and they will provide you with a quotation designed to suit you.
- The Approved Insurers will most likely seek medical information from either your GP or Hospital Consultant.
- The Approved Insurers will require a copy of your Eligibility Certificate.
- Should you decide to take out insurance the insurer will seek approval from the administrator.
- The Insurance Scheme Administrator does NOT receive any of your medical information.

## **Limits:**

- There are limits to the amount of cover that you can take out for either Life Insurance or Mortgage Protection.
- These limits are revised each September.
- Information about limits is available on request.

## **Approved Insurers**

### **Life Assurance & Mortgage Protection**

#### **Zurich Insurance Ireland Ltd**

Eagle Star House

Frascati Road

Blackrock

Co. Dublin

**LoCall: 1850 221 584**

### **Travel Insurance**

#### **Emerald Travel Insurance**

**For the Eligibility Certificate holder  
and immediate family:**

**Phone: 0818 200 113**

**Relatives and Friends of the  
Eligibility Certificate holder:**

**Phone 0818 200 114**

## **Additional information about the Scheme is available from:**

**Tel:** (01) 620 1660

**Fax:** (01) 620 0032

**email:** [John.dwyer@hse.ie](mailto:John.dwyer@hse.ie)

**John Dwyer**

**Insurance Scheme**

**Health Service Executive**

**Mill Lane**

**Palmerstown**

**Dublin 20**



# CHAPTER 4 – Useful Information/Contacts

## Other Information

### Consultative Council on Hepatitis C

The Consultative Council on Hepatitis C is a statutory body appointed by the Minister for Health to advise and make recommendations on all aspects of Hepatitis C in Ireland.

For further information see the Consultative Council's website at [www.consultativecouncilonhepc.ie](http://www.consultativecouncilonhepc.ie)

The Consultative Council since its establishment in 1996 has made a significant impact on the provision of appropriate services for persons infected with Hepatitis C through contaminated blood and blood products. Additionally, the Consultative Council has participated in and overseen many developments in the areas of research, establishment of a national database of persons infected through blood and blood products, facilitation of annual information days and international conferences, development of a suite of relevant publications for patients and the setting up of an insurance scheme specifically for persons infected with Hepatitis C and/or HIV through blood and blood products.

The Consultative Council on Hepatitis C has an annual information day and all HAA cardholders are invited to this by the National HAA Card Office.

[www.consultativecouncilonhepc.ie](http://www.consultativecouncilonhepc.ie) Tel: 01 6201712

The current chair of the Consultative Council is **Ger Kane, National Coordinator Hepatitis C** who has been appointed to the board for the next 3 years by **Minister Simon Harris**.

### Consultative Council Board

Mr Brian O'Mahony, Irish Haemophilia Society

Ms Christine Bruton, Ladies C Anti D

Ms Debbie Greene, Irish Haemophilia Society

Mr Enda Hannan, Transfusion Positive

Ms Josephine Mahony, Anti D Women

Ms Laura O'Brien, Transfusion Positive

Mr Mark Murphy, Irish Kidney Association

## Support Groups

Transfusion Positive, The Irish Haemophilia Society, The Irish Kidney Association, Anti D Women and the Ladies C Anti D group are support groups who provide a vital role as advocates for their members and are represented on the Consultative Council and also on a number of working groups convened by the HSE Liaison Officers and the Department of Health in order to monitor services and identify emerging needs on an ongoing basis. The support groups may be contacted as follows:

### **Transfusion Positive**

Fitzwilliam Business Centre

26 Upper Pembroke Street

Dublin 2

Tel: (01) 6398854 / 5

Fax: (01) 6398856

Email: [transfusionpositive@eircom.ie](mailto:transfusionpositive@eircom.ie)

**Website:** [www.transfusionpositive.ie](http://www.transfusionpositive.ie)

Transfusion Positive provides support to men, women and children and their families who contracted Hepatitis C through a contaminated blood transfusion.

### **Irish Haemophilia Society**

First Floor Cathedral Court

New Street

Dublin 8

Tel: (01) 6579900

Fax: (01) 6579901

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

**Website:** [www.haemophilia.ie](http://www.haemophilia.ie)

The Irish Haemophilia Society provides information, education and services to all members of the families of persons with Haemophilia and related bleeding disorders including those with Hepatitis C and/or HIV.

### **Irish Kidney Association**

Donor House

Block 43A, Park West

Dublin 12

Tel: (01) 6205306 Lo Call: 1890 45 65 56

Fax: (01) 6205366

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

**Website:** [www.ika.ie](http://www.ika.ie)

The Irish Kidney Association provides support to people with kidney problems who are either on dialysis treatment or are organ recipients who have contracted Hepatitis C.

## **ANTI D WOMEN'S GROUP**

Carmichael Centre  
The Lodge  
North Brunswick Street  
Dublin 7  
Tel: (01) 8734359  
Email: [antidwomen@gmail.com](mailto:antidwomen@gmail.com)

The Anti D Women's Group provides support to women who received Anti D products.

## **LADIES C ANTI D SUPPORT GROUP**

Agher  
Summerhill  
Co. Meath A83 WP29  
Tel: 046 9557714  
Email: [ladiescantid@gmail.com](mailto:ladiescantid@gmail.com)

The Ladies C Anti D Support Group provides support to women who received Anti D products.

# **Other Useful Information/Contact Details**

## **Government Departments & Agencies**

### **Citizens Information**

Citizens Information Board  
Ground Floor  
George's Quay House  
43 Townsend St  
Dublin 2, D02 VK65  
Tel: 076 1079000

**Website:** [www.citizensinformation.ie](http://www.citizensinformation.ie)

The Citizens Information Board is the national support agency responsible for the provision of information, advice and advocacy to members of the public on social services. A list of regional centres is available from their website.

### **Hepatitis C Insurance Scheme**

Mr. John Dwyer  
Administrator  
2nd Floor, HSE Offices  
Mill Lane  
Palmerstown  
Dublin 20  
Lo Call: 1850 211570

**Website:** [www.hepcinsurance.ie](http://www.hepcinsurance.ie)

The Hepatitis C Insurance Scheme was set up under the Hepatitis C Compensation Tribunal (Amendment) Act (No.22) of 2006. This Scheme enables all persons with State Acquired Hepatitis C and/or HIV to take out Life insurance as if they were not infected. The Scheme provides for three different types of Insurance Cover to be taken out; Life Assurance, Mortgage Protection Cover and Travel Insurance.

### **Consultative Council on Hepatitis C**

Ger Kane  
Stewarts Hospital  
2nd Floor  
Health Service Executive  
Mill Lane  
Palmerstown  
Dublin 20  
Tel: (01) 6201846  
Fax: (01) 6200032  
E-mail: [ger.kane@hse.ie](mailto:ger.kane@hse.ie)  
**Website:** [www.consultativecouncilonhepc.ie](http://www.consultativecouncilonhepc.ie)

### **Hepatitis C and HIV Compensation Tribunal**

Hepatitis C and HIV Compensation Tribunal  
31-35 Bow Street  
Dublin 7  
Tel: (01) 8729255  
Fax: (01) 8729454  
E-mail: [hepctribunal@eircom.net](mailto:hepctribunal@eircom.net)  
**Website:** [www.hepccomptrib.com](http://www.hepccomptrib.com)

### **National Haemophilia Council of Ireland**

Grainne Leach  
HSE Offices  
Mill Lane Palmerstown  
Dublin 20  
Tel: (01) 6201708  
Chief Officer: Ms Grainne Leach  
Email: [grainne.leach@hse.ie](mailto:grainne.leach@hse.ie)  
**Website:** [www.nationalhaemophiliacouncil.ie](http://www.nationalhaemophiliacouncil.ie)

### **Department of Health**

Block 1  
Miesian Plaza, 50/58 Lower Baggot Street  
Baggot Street  
Dublin 2  
Tel: (01) 6354000  
Email: [info@health.gov.ie](mailto:info@health.gov.ie)  
**Website:** [www.doh.ie](http://www.doh.ie)

### **Department of Social Protection**

Information Services  
Áras Mhic Dhiarmada  
Store Street  
Dublin 1  
Lo Call: 1890 66 22 44  
Leaflet request line: 1890 20 23 25  
**Website:** [www.welfare.ie](http://www.welfare.ie)

## **Revenue Commissioners**

Dublin Region Tel: 1890 33 34 25

Border Midlands West Region Tel: 1890 77 74 25

South West Region Tel: 1890 22 24 25

East and South East Region Tel: 1890 44 44 25

**Website:** [www.revenue.ie](http://www.revenue.ie)

## **Useful Contacts**

### **Society of Chiropodists and Podiatrists in Ireland**

Tel: (01) 2024939

E-mail: [info@podiatryireland.com](mailto:info@podiatryireland.com)

**Website:** [www.podiatryireland.com](http://www.podiatryireland.com)

### **Irish Chiropodists/Podiatrists Organisation Ltd.**

Tel: (021) 4874560

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

### **Irish Society of Chartered Physiotherapists**

Tel: (01) 402 21 48

E-mail: [info@iscp.ie](mailto:info@iscp.ie)

**Website:** [www.iscp.ie](http://www.iscp.ie)

### **Psychological Society of Ireland (PSI)**

Tel: (01) 4720105

E-mail: [info@psihq.ie](mailto:info@psihq.ie)

**Website:** [www.psychologicalsociety.ie](http://www.psychologicalsociety.ie)

### **Irish Association for Counselling and Psychotherapy (IACP)**

Tel: 1890 907265

**Website:** [www.iacp.ie](http://www.iacp.ie)

### **Irish Council for Psychotherapy (ICP)**

Tel: (01) 9023819

E-mail: [admin@psychotherapy-ireland.com](mailto:admin@psychotherapy-ireland.com)

**Website:** [www.psychotherapy-ireland.com](http://www.psychotherapy-ireland.com)

### **Family Therapy Association of Ireland (FTAI)**

Tel: (01) 2722105

E-mail: [amdpsy@gmail.com](mailto:amdpsy@gmail.com)

**Website:** [www.familytherapyireland.com](http://www.familytherapyireland.com)

### **Irish Association of Humanistic and Integrative Psychotherapy (IAHIP)**

Tel: (01) 2841665

E-mail: [info@iahip.org](mailto:info@iahip.org)

**Website:** [www.iahip.org](http://www.iahip.org)

### **Irish Constructivist Psychotherapy Association (ICPA)**

Tel: (01) 2722105

E-mail: [amdps@indigo.ie](mailto:amdps@indigo.ie)

**Website:** [www.irishconstructivists.org](http://www.irishconstructivists.org)

# Change of Address Form

(To be completed by HAA cardholder and returned to Liaison Officer if changing address)

**To:** (Name) \_\_\_\_\_, Hepatitis C Liaison Officer

**From:** \_\_\_\_\_

**HAA Card no:** R \_\_\_\_\_

**I wish to advise that I have recently changed address and no longer reside at**

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**My new address is as follows**

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Please copy the above form and return to your local Liaison Officer if you have moved or are planning on moving address.

This information is treated confidentially.

# Email Address Authorisation Form

(To be completed by HAA cardholder if agreeing to provide email address)

**To:** Ms Ger Kane

**From:** \_\_\_\_\_

**HAA Card no:** R \_\_\_\_\_

**Address** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Email Address** \_\_\_\_\_

**I understand that this email address will not be shared with any third party and will only be used by the National Hepatitis C Office as a method of communication if you Consent to this.**

**Signed:** \_\_\_\_\_

Please copy/detach this form and return to the National Hepatitis C Office, Health Service Executive, Stewarts Hospital, Mill Lane, Palmerstown, Dublin 20.

# Notification of Lost/Misplaced HAA Card

(To be completed by HAA cardholder if HAA card is lost/misplaced)

**To:** (Name) \_\_\_\_\_, Hepatitis C Liaison Officer

**From:** \_\_\_\_\_

**HAA Card no:** R \_\_\_\_\_

**Address**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**I wish to advise the HSE that I have lost/misplaced my HAA card and would like to request a new card. I understand that my R number will now be cancelled and I will be issued with a new card with a new R Number.**

**Signed:** \_\_\_\_\_

Please copy/detach this form and return to your Hepatitis C Liaison Officer to report a lost/ misplaced card and to request a new one.



# Appendix 1

## Eligibility for the Health (Amendment) Act Card

A decision regarding the entitlement of an individual to services under the Health (Amendment) Act, 1996 rests with the CEO of the HSE. Before the enactment of the Health Act 2004 this authority was vested in the CEO of each individual Health Board.

Eligible persons who, in the opinion of the CEO, have contracted Hepatitis C directly or indirectly from the use of Anti- D or the administration of blood or blood products within the State. Eligibility is determined on an individual basis, and applies for the lifetime of the eligible person. The entitlement does not extend to other family members.

An application for services is made on a standard Application form available from the National Office in Palmerstown (01 620 1750), Ms. Ger Kane, National Coordinator, Hepatitis C Office, HSE Stewarts Hospital, Mill Lane, Palmerstown, Dublin 20.

## Establishment of Eligibility

The guidelines for establishment of eligibility are set out below; however the final decision on whether an application satisfies the requirements of the legislation lies with the CEO.

To establish eligibility the following must be provided with the Application form:

A copy of a positive test result for one of the following tests:

- The Elisa test
- The Riba test
- The PCR test

**Or**

- proof that the person displayed symptoms of acute infection with jaundice up to 16 weeks after administration of Anti-D
- proof that the infection resulted from blood or blood products administered within the State:
- date(s) of Anti-D administration or in the case of transfusion-transmitted infection, copies of medical reports;
- any other medical information relevant to the application;
- name and address of general practitioner and hospital unit attended in respect of the applicant's Hepatitis C condition.

Due to the particular circumstances which apply to persons with haemophilia who received blood products prior to 1992 it is sufficient that the application be accompanied **by a standard two-part letter** which contains the following (i) confirmation from a haematologist that the applicant has a diagnosed bleeding disorder and stating the year when the applicant first received blood products in this country (or confirmation that the applicant received blood products in this country at any time prior to 1992) and (ii) confirmation from a hepatologist that the applicant has tested positive for either Hepatitis C antibodies or virus. No further documentary evidence is required in respect of this cohort.

## Note

In the case of blood/blood products transfusions, where records do not exist to prove one way or another source of infection, the expert opinion of medical consultants is sought. **In such cases, where a Consultant is willing to state in writing that in his/her opinion on the balance of probabilities the infection was transmitted by blood or blood products administered in Ireland, it is open to the CEO of the HSE to decide that this is sufficient to establish eligibility for a Health (Amendment) Act Card.**

There is no requirement for the blood test results to be current. In this regard, it is relevant that the Health Amendment Act (1996) states that the services are to be provided to persons “who **were** infected with Hepatitis C” and does not stipulate that the infection must be ongoing. If an applicant has documentary evidence of eligible test results in the past then the applicant is entitled to the HAA Card, even if current tests are negative. This was confirmed by the Department of Health’s Chief Medical Officer in 2000.

In June 2006 the Minister for Health and Children agreed that any persons who had received an award from the Hepatitis C and HIV Compensation Tribunal or the Courts prior to 20th June 2006 would be entitled to access health services under the Health (Amendment) Act. Application for the Health (Amendment) Act card should be accompanied by a letter from the Compensation Tribunal or from the applicants Solicitor stating that the applicant received an award from the Tribunal or High Court relating to their Hepatitis C infection.

## Appendix 2

Area	Liaison Officer	Telephone No.	Address	Email
CHO 1	Paula Forrest	074 9109129/ 087 1359275	Homecare Services 1st Floor County Clinic St. Conal's Hospital Letterkenny Donegal	Paula.forrest@hse.ie
CHO 2	Richard Broderick	091 775673	Primary Care Unit HSE Merlin Park Galway	Richard.Broderick@hse.ie
CHO 3	Angela Frawley	061 464383	Primary Care Services Ballycummin Avenue Raheen Business Park Raheen, Limerick. V94 D1W9	Angela.frawley@hse.ie
CHO 4	Norah Heffernan	021 4923833	Primary Care Unit HSE South Floor 3, Block 15 St. Finbarr's Hospital Douglas Road Cork	Norah.Heffernan@hse.ie
CHO 5	Linda Knox	056 7784101	Primary Care Unit HSE, Lacken Dublin Road Kilkenny	Linda.Knox@hse.ie
CHO 6 and CHO 7	Antoinette Kelly	01 620 1712	HSE Stewarts Hospital Mill Lane Palmerstown Dublin 20	Antoinette.Kelly@hse.ie
CHO 8	Elaine Barry Flynn	044 9384429	Primary Care Unit HSE, St. Loman's Springfield Mullingar Co. Westmeath	Elainem.barry@hse.ie
CHO 9	Larry Bathe	046 9076451	Primary Care Unit HSE Railway Street Navan Co. Meath	Larry.Bathe@hse.ie

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