

Social Work Department

Social Work in a Medical Setting



Medical social workers are social workers that help people who are in hospital. Their role is to help patients and their families with any psychological, emotional, social or practical problems during their hospital stay. This can mean working with people to help them deal with their feelings about a situation and speaking up for their best interests to look at what can be done about it.

Our social workers commonly help with the following difficulties:

- Stress, anger and depression
- Loss and bereavement
- Isolation and loneliness
- Feelings about a cancer diagnosis
- Feelings before and after a HIV test
- Addiction
- Eating disorders
- Issues related to sexual assault
- Issues related to living with an illness
- Child safety and welfare
- Crisis pregnancy
- Domestic violence
- Issues related to caring for a dependent relative
- Homelessness
- Financial worries

What particular services does the Mater Hospital provide?

- Advice
- Individual and family counselling (for bereavement or medical diagnosis)
- Information and help to plan for long-term care
- Education on coping with illness
- Practical information on health services
- Discharge planning and preparing for a patient leaving hospital
- Advocacy, for example dealing with State and voluntary services for patients and their families

Our first step is to work with patients to work out a plan especially for them to help them manage their own situation in a confidential and supportive environment.



How can you contact us?

If you would like to see a medical social worker, you can ask a member of the medical, nursing or allied health professional team to refer you. You or your family member can also contact us directly by phone or by calling to our department on the second floor of the hospital.

Where you can find us?

Second floor, Phase 1A

Opening hours

The department is open Monday to Friday from:
9:00 am - 1:00 pm, and
2:00 pm - 4:30 pm

Contact details

Telephone: 01 - 803 2310 or 01 - 803 2276

Fax: 01 - 803 4786

E-mail: socialwork@mater.ie

Useful Contacts

Health Services Executive
Free phone 1800 520 520

www.hse.ie

www.medicalcards.ie

Samaritans
1850 60 90 90

www.samaritans.org

Dublin City Council
01 222 2222

www.dublincity.ie

Department of Social Protection
1890 500 000

www.welfare.ie

Homeless Unit
Free phone 1800 724 724

Citizens Information
Lo-call 1890 777 121
www.citizensinformation.ie

Women's aid
Free phone 1800 341 900
www.womensaid.ie

MABS
(Money Advise and Budgeting Service)
1890 283 438
www.mabs.ie