

## Where can I pay my invoice?

You can pay at the Registration Desk in the Emergency Department or the Patient Accounts Office. You can pay by post, over the telephone or call in directly.

The Patient Accounts office is located in the Main Reception of the hospital and is open from 09:00 – 17:00 Monday to Friday.

## If I can't afford to pay the fee in full, can I make an arrangement to pay by installments?

Yes. You must contact the Patient Accounts Office to arrange this with them.

## What do I do if I require urgent necessary treatment but cannot afford to pay the full economic cost?

No patient attending the Emergency Department requiring urgent necessary treatment will be denied care in the Mater Misericordiae Hospital. Patient Accounts Department will follow up on any payment due subsequently.

## I have applied for a Medical Card but the process is not yet completed, do I still have to pay?

No. But you must inform the Patients Account office of your application and give them the details of the card once you receive it.

## Where do I apply for a Medical Card or a GP Visit Card?

Contact your local health office in the first instance or Primary Care Reimbursement Service (PCRS). Listings of local health offices are available on the Mater Hospital website [www.mater.ie](http://www.mater.ie).

## USEFUL CONTACT DETAILS

### PCRS (Primary Care Reimbursement Service)

Tel: 864-7109

[www.medicalcards.ie](http://www.medicalcards.ie)

### Cáirde

19 Belvedere Place, Dublin 1

Tel: 01 / 855 2111

[www.healthfacts.ie](http://www.healthfacts.ie)

### HSE

Infoline: 1850 24 1850

[www.hse.ie](http://www.hse.ie)

### Citizens Information

Tel: 8190 777 121

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

### Department of Health & Children

Tel: 01 / 635 4000

[www.dohc.ie](http://www.dohc.ie)

### Patient Accounts Office

Mater Misericordiae University Hospital

Eccles Street, Dublin 7

Tel: 01-803 2211/ 2269

[patientaccounts@mater.ie](mailto:patientaccounts@mater.ie)

### Patient Liaison Service

Mater Misericordiae University Hospital

85 Upper Dorset Street

Dublin 1

Tel: 01-803 2206 / 2468 / 2779 / 2825

[patientservices@mater.ie](mailto:patientservices@mater.ie)

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## EMERGENCY DEPARTMENT FINANCE FREQUENTLY ASKED QUESTIONS



**When I attend the Emergency Department, is there a charge for attendance?**

Yes, everyone is liable for this statutory charge unless they produce a valid Medical Card or a valid Referral Letter on the date and time of registration. Please note a GP Visit Card does not cover this charge.

**Does my PRSI cover my invoice?**

No, your PRSI (Pay Related Social Insurance) contributions do not cover your hospital charges.

**If I am charged but have a valid Medical Card, what do I do?**

You must contact the Patient Accounts Office and give details of your Medical Card.

**If I am an old aged pensioner or over 70 years of age, do I still have to pay the charge?**

There is no charge if you produce a valid Medical Card or a valid Referral Letter on the date and time of registration in the Emergency Department, otherwise you must pay. Please note a GP Visit Card does not cover this charge.

**What happens when I have a Referral Letter?**

If you have a valid Referral Letter, please present it upon registration and no charge will apply. The exception is short-term visitors from outside the EU, who are charged the full economic rate.

**If I am on holidays from the European Union, am I to liable to pay the charge?**

Yes, unless you produce a valid EHIC (European Health Insurance Card) on the date and time of registration.

**What if I don't have a valid EHIC (European Health Insurance Card)?**

In this case you will have to pay the full economic rate.

**If I am admitted as an inpatient directly from the Emergency Department, do I still pay the Emergency Department charge?**

No. The Emergency Department charge will be cancelled and you will be charged an inpatient charge.

**I have registered to be seen in the Emergency Department, when do I pay?**

You are obliged to pay immediately.

**Why am I being charged when I didn't see a doctor?**

Under Department of Health guidelines, all patients attending the Emergency Department who are seen by a health professional (triaged) are liable to pay this charge.

**Does my private insurance pay the Emergency Department charge?**

No. You must pay this charge and then claim back from your insurance company at year-end.

**I was involved in a road traffic accident. Do I still have to pay this charge?**

Yes. Unless you hold a valid Medical Card you are obliged to pay this charge.

**I come from outside the EU but intend living in Ireland, what do I do?**

If you intend to live in Ireland you must prove that you are ordinarily resident here. To do this, you must apply for a Medical Card from your local health office so your eligibility status is determined.

**I come from outside the EU and am a student studying in a school / college in Ireland. Do I still have to pay this charge?**

Yes. You must produce evidence from your college that you are attending a registered course of study of at least one year's academic duration and the statutory charge will apply. In addition you can apply for a Medical Card from your local health office so your eligibility status is determined.

**If I am not happy with treatment I received, where do I bring my complaint?**

Please bring it to the attention of the clinical staff in the Emergency Department or make a more formal complaint by contacting the Patient Liaison Service in the Patient Services Department of the Mater Misericordiae University Hospital.

**When should I expect to receive my invoice for attendance?**

It should be handed directly to you once you have registered. If not, it will be posted to you within a few days of attendance.

**How can I pay my invoice?**

By cash, cheque, bank draft, postal order, credit card, laser card or by direct debit.