Are there any problems that the Patient Liaison Service cannot help me with?

The Patient Liaison Service cannot provide diagnosis or medical advice. However, we can raise your concerns and questions with people who provide these services.

Mission Statement
By caring for the sick in the Mater Misericordiae University Hospital
We participate in the healing ministry of Jesus Christ;
We honour the spirit of Catherine McAuley and the Sisters of Mercy;
We pledge ourselves to respect the dignity of human life;
To care for the sick with compassion and professionalism;
To promote excellence and equity, quality and accountability.

How to contact the Patient Liaison Service

Opening Hours:
Opening Hours: 8am - 5pm, Monday - Friday
Closed Weekends and Bank Holidays

Call us:
Main line: 01 803 2206
Cora: 01 803 2825
Yvonne: 01 803 2468
Audrey: 01 803 2779
Leave a voicemail out of hours and we will call you back

Contact us online:
Email: patientservices@mater.ie
Enquiry form: ploform@mater.ie

Write to us:
Patient Liaison Officer,
Patient Services Department,
Mater Hospital,
Eccles Street,
Dublin 7.

Tell us about your hospital experience – acknowledging the good work of staff or assisting us to identify areas requiring improvement.
Patient Liaison Service

The purpose of this service is to provide patients, family members or carers with a valuable point of contact should they need advice or information on services at the hospital. The Patient Liaison Service is staffed by a team of three Patient Liaison Officers who work in a non-medical role.

What can this service do for you?

- Help you get the information you need about our hospital services
- Listen and respond to your questions, concerns or compliments
- Give you help and support if things go wrong
- Help you to resolve, as quickly as possible, any problems or issues that you have about our hospital services
- Give you information about our formal complaints process and external independent advocacy services

We will always ask your permission before personal information is discussed with others. We can also talk to staff, management and other organisations on your behalf.

Have a problem but don’t know who to ask?

The Patient Liaison Officer is particularly useful if you feel frontline staff cannot help you, or you would prefer to speak to someone who is not directly involved in your care.

Have a concern but don’t want to complain?

When you bring your concerns to us we will:

- Do our best to make sure you get the help you need
- Provide a friendly face to help you understand our services
- Answer your concerns, questions and requests for information or advice honestly and as quickly as possible
- Ask your permission before we do anything
- Keep your information confidential unless there are exceptional reasons not to do so.

What is the difference between raising a concern and making a formal complaint?

If a concern cannot be resolved informally through the Patient Liaison Service, you might wish to raise your concerns in a formal complaint. A formal complaint is a longer-term examination and all communication throughout the process is followed up in writing.

You can find out more about how to make a formal complaint by reading our patient information leaflet entitled ‘Taking Your Feedback Seriously’. This leaflet is also available on the hospital’s website www.mater.ie/patients