

## Accounts Receivable

If you have a query relating to the invoice for your child's ED attendance please contact accounts receivable as follows;

- **Monday-Friday:** 9.00am-5.00pm
- **Phone:** 01 4096098 or 01 4096883
- **E-mail address:** [debtors.eft@olchc.ie](mailto:debtors.eft@olchc.ie)

## ED Contact Details

### Emergency Department Registration Desk

- **Monday-Friday:** 9.30am-5.00pm
- **Phone:** 01 4096325 or 01 4096792
- **Website:** [www.olchc.ie](http://www.olchc.ie)

## Patient Advocacy

Should you wish to give any compliments, suggestions or complaints about your experience of the service, please contact the Patient Advocacy Department on 014096715/6986 for assistance, or email [pacs@olchc.ie](mailto:pacs@olchc.ie)

## Useful Information Sources

<https://www.hse.ie/eng/about/who/acute-hospitals-division/patient-care/hospital-charges/>

<https://www.hse.ie/eng/services/list/1/schemes/ehicw/your-guide-to-european-health-insurance-card-ehic-.html>

Notes

Developed by the Emergency Department Operations  
Date Issue: July-2019  
Date of review: July-2020

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**PAYMENT INFORMATION FOR  
PARENTS / CARERS ATTENDING THE  
EMERGENCY DEPARTMENT**



## Who is eligible to pay for attending the Emergency Department (ED)?

If you attend the Emergency Department (A&E) of Children's Health Ireland at Crumlin without being referred by your General Practitioner (GP), Family Doctor, you will be charged the Government Health Levy. **Effective January 1st 2009, this charge is €100.**

This charge is not applicable if you are in receipt of one of the following groups:

- Valid Medical Card for the patient
- GP Referral, or referral from other hospital
- GP Medical Card Only does not exempt the patient from ED Government Health Levy
- Valid European Health Insurance Card (EHIC) for EU residents who are visiting Ireland
- Defence Forces (Letter AF145 must be presented at time of registration)
- If the patient is admitted to the hospital after attending the Emergency Department (you will then be subject to in-patient/day service charge)
- Children, in respect of the stated diseases and disabilities

- Return visits in relation to each episode of care will not be subject to any additional charge within 7 days
- Letters of Referral from your GP must be presented at the time of attendance.
- Presentation of GP letters after your attendance will not be accepted as a qualifying exemption.

You must show the referral letter from your GP, or other referring hospital, Medical Card, or any exemption cards listed, when you attend the Emergency Department (A&E) and at the time of registration.

### Non EU Residents

Non-EU Residents are liable to pay €200 on registration at ED.

### Are there charges if I leave the department without seeing a doctor?

Patients who decide to leave after seeing the Triage Nurse and do not wait to see the Doctor will be liable for payment of the €100 Government Health Levy.

## Where can I pay?

Payment of the Government Health Levy can be paid at the ED Reception Desk by Cheque, Debit or Credit card on the 24 hour phone line 0818222835 (invoice number will be required).

Cash payments can only be made at the Accounts Receivable Department 9am-5pm Monday-Friday.

Credit/Debit card payments  
Cheques/Postal Order made payable to Children's Health Ireland at Crumlin.

## When should I pay?

Please pay this levy when you check in at the ED reception desk. Failure to do so will mean an invoice will be posted to your address within 5 working days. Payment should be made within 15 days from the date of invoice. Your personal details will be shared with a third party, (debt collection agency), if payment is not received by day 15.

**No child or family will be refused to be seen if they are unable to pay the Government Levy at the time of registration in the ED.**