



About the Irish health system

A guide for refugees and other migrants

关于爱尔兰医疗体系

难民及其他移民指引





About this guide

Welcome to Ireland. The Health Service Executive (HSE) has developed this short guide to help you understand the Irish public health system.

The guide is in three parts:

Part 1 gives you information on how to access different types of health care, the services that are free and how the GP (doctor), pharmacy (chemist) and hospital systems work. Part 1 begins on page 4.

Part 2 gives you information about specialist services:

- dental treatments,
- eye tests,
- hearing aids,
- vaccinations.

It also gives you information about some staff you may meet in the health system. Part 2 begins on page 9.

Part 3 tells you what to do in an emergency. Part 3 begins on page 12.

Keep this guide

This is an important document, so please keep it as you will need it again.

If you don't understand any part of this guide, please ask for help at your local health centre to help you with it. You can also get more information online at www.hse.ie or

Callsave: 1850 24 1850

Phone: 041 685 0300

Email: hselive@hse.ie

有关本手册

欢迎来到爱尔兰。为帮助您理解爱尔兰的公共医疗体系，医疗服务部门（HSE）制作本手册，特此说明。

本手册有三个部分：

第1部分 为您介绍怎样使用不同类型的医疗项目、免费的医疗服务、全科医生（GP）和药店及医院体系的运作方法。第1部分从第4页开始。

第2部分 为您介绍专科服务的信息：

- 牙科治疗
- 眼睛检测
- 听力辅助
- 疫苗

同时，亦向您介绍医疗体系中，您可能会接触到的工作人员。第2部分从第9页开始。

第3部分 介绍如何使用急诊服务。第3部分从第12页开始。

请将本手册妥善保管

本手册很重要，您将来会在此用到，因此请将手册保管好。

若您不理解手册中的任何部分，请在当地的医疗中心寻求帮助。亦可通过以下方式获得更多信息：

www.hse.ie或

Callsave: 1850 24 1850

电话 041 685 0300

电子邮件 hselive@hse.ie

Part 1: How to access different types of health care and how the system works

第1部分：如何使用不同类型的医疗项目，以及体系的运作方式

How do I access the health service?

When you arrive in Ireland, you will learn how to apply for a medical card. This card gives you free access to some health services. **You can apply for it online at www.medicalcard.ie**

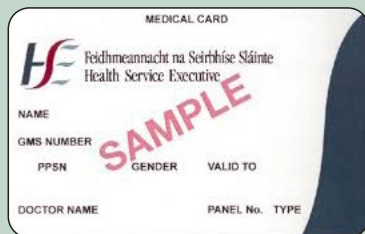
You need the following information to apply for a medical card: name, address, date of birth, Personal Public Service Number (PPSN), social welfare payment information and GP (doctor) acceptance and signature.

Three months before a medical card expires (can't be used any more), there will be a review to see if a person still qualifies for the medical card. But, the HSE can review if a person qualifies for a medical card at any time.

If you are over 70 you will also need to apply for a medical card.

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The card looks like this:



Will I have to pay for health services?

Most health services are **free with a medical card**.

How long will I have a medical card for?

The card usually lasts for about **two years**. Protection applicants get the card for a year. The HSE will write to remind you to renew your card. Please ensure that you complete and return these forms to renew your card.

If you are over 70, you will need to apply for a medical card just once.

When you apply for a new card or a replacement card, you must make sure that you provide all the information asked for on the application form. You must tell the medical professionals and medical services if information like your address, contact details or your medical or financial circumstances have changed.

如何使用医疗服务?

抵达爱尔兰时，您会了解如何申请医疗卡。用这张医疗卡，可以免费使用一些医疗服务。您可于以下网址申请：www.medicalcard.ie

申请医疗卡时，需要以下信息：姓名、住址、出生日期、个人公共服务号码（PPSN）、社会福利支付信息、全科医生（GP）的接受信和签名。

在医疗卡到期（失效）前的三个月，会审核持有人是否仍然符合医疗卡的资格。但是任何时候，HSE 都可审核持有人是否符合该资格。

若您时70岁以上人士，也需要申请医疗卡。

卡片如下所示：



我需要支付医疗服务的费用吗?

大多数医疗服务，使用医疗卡时是 **免费的**。

我的医疗卡可以使用多长时间?

医疗卡的有效期通常是两年左右。对 Protection 申请人，医疗卡的有效期是一年。HSE 会向您发出信件，提醒您续期医疗卡。请确保将这些表格填写好，并寄给我们，以续期医疗卡。

若您时70岁以上人士，则只需要申请一次。

当申请新的医疗卡或更换医疗卡时，必需确保将申请表上所需要的全部信息，都完全提供给我们。若诸如地址、联系方式、医疗和财务状况这类信息有所变化，您必需告知医疗人员及医疗服务中心。

When checking if you qualify for a card, the HSE will ask you for your consent to contact other departments.

Being able to continue to keep a medical card depends on your personal, social, medical and financial circumstances. This might mean that you cannot keep your card if you find work or your financial position improves.

What do I do if I am not well?

This will depend on how unwell you are.

HSE审核您是否符合医疗卡的资格时，可能需要联系其他部门，此时 HSE 会征求您的同意。

是否可以继续持有医疗卡，取决于您的个人、社会、医疗及财务状况。这表示，若您找到工作，或财务状况有所改善，则可能无法继续持有医疗卡。

身体不适时，我该做什么？

这取决于您身体不适的程度。



<p>Seriously unwell or have an unexpected or serious illness</p>	<p>Ring your local GP (doctor) or out of hours doctor's service and make an appointment. You may then need to go to the emergency department or local injury unit. If you have an illness or injury that the GP cannot fully diagnose or treat, they will send you to a hospital. If they think that you need very urgent treatment, they will give you a referral letter for the Local Injury Unit (LIU) or hospital's emergency department (often called 'ED' or A and E). (See pages 7 and 12).</p>
<p>严重不适，或出现非预期的或严重的病症</p>	<p>致电当地的全科医生（GP）或非工作时间的医生服务，预约时间。之后，您可能需要去急诊科或当地的外伤治疗处。若 GP 无法完全诊断或治疗您的疾病或伤情，他们会将您转介至医院。若他们认为您需要非常紧急的治疗，则会向当地的外伤治疗处（LIU）或医院的急诊科（通常叫做 ED，或 A，或 E）开出介绍信，将您转介至那里。（参见第7页和第12页）</p>
<p>If you suspect or have confirmed that you are pregnant or have recently had a baby.</p>	<p>Once you suspect or have confirmed that you are pregnant you should contact your GP (doctor) who will refer you to the local Maternity unit / hospital. Maternity services are available to you for all of your regular check-ups as well as any concerns or pregnancy related emergencies you may have. Maternity care in Ireland is available free of charge to women living in Ireland.</p>
<p>若您怀疑、或已确认自己有身孕，或近期已经生产</p>	<p>一旦您怀疑或确认自己有身孕，则应当联系 GP（医生），转介至当地的妇产科或医院。您可享受妇产服务，包括所有的定期体检、有关孕期的任何顾虑和急诊。爱尔兰的妇科服务，向所有居住在爱尔兰的女性均免费提供。</p>

The following pages give you more detail on each of the above options.

接下来的几页，向您提供以上项目的更多信息。

A little unwell

You should take care of yourself or whoever you are looking after. Go to the pharmacist (chemist) and or look up further information on reliable websites (see 'Get more information' below on page 14).

Take care of yourself and your loved ones

You can take care of yourself and others you may be looking after by:

- eating a healthy diet
- drinking plenty of water
- taking regular exercise
- wearing footwear and clothing suited to Irish weather

Ask your local pharmacist (chemist) for advice

You can get free advice from your local pharmacist (chemist). You can also get medicine if you need it. (See pages 10-11.) A pharmacy is a shop where medicinal drugs are prepared and sold.

Get more information

We have a very good website www.undertheweather.ie Type in this address on the internet and you can get useful tips for looking after your health and treating common illnesses.

Medical staff will give you expert help if you need it.

稍微不舒服

您应当照顾好自己，或您照料的人士。与药剂师见面，或在网页上查询可靠的信息（参见第14页的‘更多信息’）

照顾好自己和其他人

通过以下方法，您可以照顾好自己和正在照料的其他人士：

- 健康饮食
- 多喝水
- 定期运动
- 穿戴符合爱尔兰天气的鞋子和衣物

向当地的药剂师进行咨询

您可以从当地的药剂师那里，获得免费的建议。若有需要，也可以获得药品。（参见第10-11页。）药店（pharmacy）是药品准备和售卖的店铺。

更多信息

我们制作了一个非常不错的网站，www.undertheweather.ie 通过这一网址，您可以获得有用的建议，帮助您照顾好自已的健康，以及治疗常见的疾病。

在有需要时，医护人员会提供专业的帮助。

Unwell and need medical advice

If you feel that you need medical advice, you will need to go to see a GP (doctor). These are qualified **doctors** who work in the community.

If you can, make an appointment to see them.

Normally, you need to make an **appointment** to see a GP. If you have a medical card, your visit to the GP will be **free**. Otherwise, you might have to pay about €50-€60 a visit. You can ask about the doctor's fee when you are making your appointment.

GPs deal with general health and medical problems. They can:

- **carry** out tests and diagnose what is wrong with you
- **treat** illnesses and minor injuries and advise you on how to recover
- **give** you a prescription – a document which allows chemists to provide medicines that are only available when a doctor says you need them
- **advise** you on mental health supports available if you've been feeling sad or worried about things

What happens if the GP cannot fully diagnose or treat me?

If you have an illness or injury that the GP cannot fully diagnose or treat, they will send you to a hospital. If they think that you need urgent treatment, they will give you a referral letter for the hospitals Local Injury Unit (LIU) or emergency department (often called 'ED' or A and E).

If your case is not urgent but you need expert treatment, your GP will give you a **letter or send a letter to the hospital** to get an appointment with a medical specialist – usually a specialist hospital doctor who can provide the right advice and treatment, but there may be a wait time for this appointment. This visit will be free if you have a medical card.

In Ireland, health care professionals like doctors try to see patients most in need of medical attention first. Health care professionals decide who needs treatment the most. This means that you may have to wait to be seen. If you do not speak English, ask if you can get an interpreter.

感到不适，并需要医疗建议

若您感到，自己需要医疗建议，则需要与 GP（医生）见面。这些是和资格的医生，他们在社区工作。

如有可能，则预约医生，面对面获得建议。

通常，在与 GP 见面前，需要 **预约**。若您持有医疗卡，GP 服务是 **免费的**。否则，每次见面可能需要支付大约 €50-€60。在预约时，可以询问医生的收费价格。

GP 可以负责一般性的健康和医疗问题。他们可以：

- **提供** 体检，为您的病情进行诊断
- **治疗** 疾病及轻微的体伤，并向您提供有关身体恢复的建议
- **开出** 处方，有些药物需要医生同意才可以获得，您可以用这一处方获得那些药物。
- **指引** 心理健康，若您心情低落、或有所担忧，则 GP 可以在可获得的支援方面，为您提供建议

若 GP 不能彻底诊断或治疗，会发生什么？

若 GP 无法完全诊断或治疗您的疾病或伤情，他们会将您转介至医院。如果他们认为有急诊的需要，则会为您开出转介信，将您转介至医院的当地伤疗部（LIU）或急诊科（通常叫做 'ED' 或 'A' 和 'E'）。

若您的情况并不紧急，但需要专家诊疗，则 GP 会为您开一封信件或直接将信件寄至医院，您可以凭借此信件与专业医生预约时间，这通常是专业医院的医生，可以为您提供正确的建议和治疗，但可能会有一段等待预约的时间。若您持有医疗卡，则与专业医生见面是免费的。

在爱尔兰，如医生这样的医护专业人员，会尽量首先接见最需要医疗的病人。医护专业人员可以决定哪位病人最需要治疗。这表示，您可能需要等待一些时间，才可以与医生见面。若您不懂英文，请询问是否可以获得翻译服务。

What if I am pregnant?

If you suspect you are pregnant or are pregnant, you can contact your local Maternity unit/ hospital for advice or attend in person depending on the situation.

Your GP (doctor) will refer you to the local Maternity unit/ hospital who will offer you regular appointments with Midwives and Obstetricians. The Maternity unit/hospital will be able to arrange for interpreter services to be available to you for your appointments. You will Maternity services are available free of charge to women who are living in Ireland.

If you have any urgent concerns regarding your pregnancy you should attend local Maternity service without delay. This may include

- Bleeding for your vagina
- You are leaking fluid from your vagina
- Have observed a change or reduction in your baby movements.
- Are experiencing headaches / blurred vision/heartburn
- Are known to have a high risk pregnancy
- Signs of labour.

What do I need to tell my GP (doctor)?

Before your GP can treat you, they will need to ask you questions about your general health and medical history.

The doctor will ask you questions about:

- other illnesses and injuries you had
- how they were treated
- any allergies you may have
- what medications you take

Please answer all the questions the GP asks you. This will help them to make the correct diagnosis and decide on the right treatment.

You should bring your medical card with you to the GP and, if you think it will help the doctor, any further medical information or records.

如果我怀孕了怎么办？

若您怀疑自己有身孕，或已经怀孕，可以根据情况，联系当地的妇产部门或医院，获得建议或亲自去就诊。

您的 GP（医生）会将您转介至当地的妇产部门或医院，在那里可以定期与助产士或妇产医生见面。妇产部门或医院将可为您的预约安排翻译服务。对于居住在爱尔兰的女性，妇产服务均为免费提供。

若您对自己的身孕有紧急的顾虑，则应当立刻前往当地的妇产服务地点。这可能包括：

- 阴道出血
- 从阴道漏出液体
- 观察到婴儿移动情况有所改变或减少。
- 出现头疼/视力模糊/胃灼热
- 是高风险的孕妇
- 出现分娩的征兆。

致电 GP（医生）时，需要什么？

GP 为您进行治疗之前，需要询问您总体的健康状况和医疗历史。

医生会想您询问以下方面的问题：

- 曾经出现的其他疾病或外伤
- 这些疾病和外伤的治疗方法
- 任何过敏反应
- 您服用的药品

请回答 GP 询问的所有问题。这会帮助他们正确诊断，并决定正确的治疗方法。

与 GP 见面时，应当携带医疗卡，而若您觉得其他医疗信息或记录会有所帮助，也请一并带上。

Do I need an appointment to see the GP?

In most situations, yes, as most GPs use an appointment system. Appointments are usually made for one family member only. If you need the GP to see two or more people, then you need to arrange more than one appointment.

Some clinics/doctors offer walk-in clinics.

It is very important to go to the appointment.

What happens if I can't go to the appointment?

If you are offered a medical appointment and do not turn up, **you may not be offered another appointment.** You must be on time for appointments.

If you cannot go to your appointment, please tell the clinic/doctor so that your appointment can be given to another person. You can telephone the clinic/doctor to say that you can't attend. If you still need to see a doctor, you can make another appointment.

When illness or injury needs to be investigated, a GP may do medical tests. Depending on the results, they might send you to a specialist doctor in a hospital. Treatment by a specialist is based on medical need.

Important

There is a **waiting list** to see most medical specialists and this may mean that you will have to wait for a long time before they see you.

When are GP surgeries open?

GP services are usually open from 9am to 6pm.

Outside of these times, GP services are available for emergency consultations in **most** towns after 6pm. These services are called "out of hours". You may wish to check with your local service where and when you can access their surgery and arrangements for out of hours. You can use this out of hours service if you need to see a doctor urgently in the evening or at weekends.

The out of hours service is for urgent medical care only. Your GP will have their out of hours information on the answer machine if you ring them outside normal clinic hours. This service is usually between 6pm and 8am Monday to Friday and 24 hours on Saturdays, Sundays and Bank Holidays.

The out of hours service does not provide routine clinic appointments and, if your medical issue is not urgent, you should make an appointment with your GP during normal clinic hours.

与 GP 见面需要预约吗?

多数情况下, 是的, 大多数的 GP 都使用预约系统。一般一次只为一名家庭成员进行预约。如果需要 GP 接见两名或以上人士, 则需要安排一次以上的预约。

一些诊所/医生也提供不需预约的诊断。

如期赴约非常重要。

若我不能赴约, 会发生什么?

若您已有医疗预约但并没有赴约, 则不会有另一个预约机会。预约就诊, 必须按时到达。

若您不能赴约, 请告知诊所/医生, 这样您的预约时间可以给到他人。可以致电诊所/医生, 向他们说明自己不能到达。若您仍然需要见医生, 则可以重新预约。

疾病或外伤需要诊断时, GP 可能会进行医学检查。视乎检查的结果, 他们可能将您转介至医院的专业医生。由专业医生进行的治疗, 是基于医学需求而定。

重要

对于多数的专业医生, 接见病人都会有等候名单, 所以您可能需要等待较长时间, 才可以与专业医生见面。

GP 诊所什么时候开门?

GP 服务通常从上午9点到下午6点进行。

在大多数城镇, GP 在下午6点之后会提供紧急咨询服务。这些服务叫做 "out of hours" (非营业时间)。可以向当地的服务地点, 询问什么时间、在什么地方可以找到诊所, 以及有关 out of hours 的安排。若您需要在夜间或周末见医生, 可以使用这一 out of hours 服务。

这一服务仅提供紧急医疗护理。若您营业时间之外致电 GP, 他们的自动应答会说明 out of hours 的相关信息。这一服务通常在周一到周五的下午6点到次日早上8点, 在周六、周日和假期24小时提供。

此服务并不提供常规的诊所预约, 而若您的情况比较紧急, 则应当在正常就诊时间与 GP 进行预约见面。

What happens when I ring a GP out of hours service?

When you ring the out of hours service in your area, a receptionist will take your personal details.

Your call will be referred to a nurse who will ring you back.

The nurse will decide if you need over the phone nursing advice, an appointment with a GP, a house call, a referral to a hospital emergency department, or an ambulance.

Clinical decisions or treatments made by the out of hours service are noted in your record and the information is sent to your GP to make sure your treatment is followed up if needed.

Is it okay if I ask questions?

Yes, when you go to see your GP or any other health care professional, **it is very important that you ask any questions about your medication or treatment before you leave.** They will be happy to answer your questions.

非营业时间（out of hours）致电 GP 服务时，会发生什么？

若您在当地非营业时间致电 GP，接待员会将您的信息记录下来。

您的电话会转介给护士，护士会给您回电话。

该护士也会决定，您是需要电话护理指引，还是需要预约 GP，或上门出诊服务，或转介至医院的急诊科，或救护车服务。

非营业时间（out of hours）的临床决定和治疗，会记录在您的医疗记录里，这一信息也会寄至您的 GP 那里，以确保在需要时，可以对治疗进行跟进。

可以问问题吗？

可以，在与 GP 或任何其他医护专业人士见面时，请在离开前，询问任何有关医药或治疗方法的问题，这一点至关重要。他们会很乐意进行解答。

Three useful questions you should ask:

以下三个问题，您应当询问：

What is my main problem?	主要的疾病是什么？
What do I need to do?	我需要做什么？
Why is it important for me to do this?	做到这些，为什么很重要？
(Taken from Ask Me 3®)	(来源：Ask Me 3®)

If your GP (doctor) prescribes you medicine, take the prescription (short document) to a pharmacy - also called chemist - to get your medicine.

若您的GP（医生）为您开出药物，则将处方（简短的文档）交予药店（pharmacy，也称作 chemist），获得药品。

Where do I get medicines?

You get medicines at your local **pharmacy** (chemist). A pharmacy is a shop where medicinal drugs are prepared and sold. A lot of medicines need a prescription from a GP (doctor). Pharmacists can provide information on other 'over the counter' medicines that don't need to be prescribed. Pharmacies are usually marked outside by the sign showing a green cross.



在那里获得药品？

药品可以在当地的 药店获得（pharmacy，又称 chemist）。药店（pharmacy）是药品准备和售卖的店铺。很多药物都需要GP（医生）开具的处方，才可以买到。药剂师可以提供有关其他非处方（over the counter）药物的信息，这些药物不需要医生的处方就可以买到。药店的外面，通常由绿色十字的标志。

Ask

询问

<p>If you have a prescription, ask your pharmacist (chemist) the following questions:</p> <ul style="list-style-type: none"> • How much medicine do I need to take? • How often do I need to take it? • Should I take the medicine with food or before I eat? • What, if any, are the side effects of taking the medicine? • Where should I keep the medicines (in a fridge or a cool dark place)? 	<p>是否需要处方，询问药剂师以下问题：</p> <ul style="list-style-type: none"> • 我需要服用多少药物？ • 多长时间服用一次？ • 我应当在进食的时候服用，还是饭前服用？ • 如果服用该药品有副作用，副作用都有哪些？ • 我应当在哪儿保存药品（放入冰箱或阴凉处）？
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Tell:

Make sure you tell the pharmacist (chemist) **if** you:

- are taking any other medicines or herbal supplements
- have allergies
- have any medical conditions, are pregnant or think that you might be pregnant

Basic medicines and supplies

At the pharmacy, you can buy basic medicines and supplies like:

- paracetamol
- cough medicine, and bandages without a doctor's prescription
- you may find it useful to keep a small supply of over the counter medications to treat minor illnesses like paracetamol

Antibiotics

There are strict rules about prescribing antibiotic medication, and these can **only** be prescribed by a medical doctor or GP. Your pharmacist (chemist) will not let you have antibiotics unless you have a prescription.

Never share or exchange medicines

Never share or exchange prescription medicines with others. Prescription medicines are **only** to be used by the patient they have been prescribed for.

Do I have to pay for medicines that are prescribed?

With a medical card you do not pay the full price for medicines that have been prescribed for you. If you moved from an Accommodation Centre to your home and have a medical card, you have to pay the Government fee per medicine. **You must bring your medical card with you to the pharmacy, along with the money to pay the fee for each of the items prescribed.**

If you live in an Accommodation Centre, you may not have to pay these charges. However, if you lived in an Accommodation Centre and move to your home, you must pay the charges.

告知:

如果有以下情况，请确保告知药剂师:

- 正在服用任何其他药品或草本保健品
- 有过敏反应
- 有任何基础病、有身孕、或感到自己有可能已经怀孕

基本的药品和补充剂

在药店里，可以买到基本的药品和补充剂，包括:

- paracetamol
- 咳嗽药、及绷带，这些不需要医生的处方
- 保存少量的非处方药，治疗小病，可能会有用；比如 paracetamol（扑热息痛）

抗生素

对于抗生素，开处方的规定很严格，只能由医师或GP开具。如果没有处方，药剂师不会把抗生素卖给您。

不要分享或交换药品

不要与他人分享或交换处方药。处方药仅可以由处方所示的病人使用。

处方里的药品，我需要支付费用吗？

持有医疗卡时，您不需要支付自己处方上药品的全价。若您从 Accommodation Centre 转至家中，并持有医疗卡，则必须在每个药品上，支付政府费用。去药店时，您必须携带医疗卡，以及处方上每个项目的相关费用。

如果您住在 Accommodation Centre，则可能不需要支付这些费用。但如果您从 Accommodation Centre 转至家中，则必须支付这些费用。

Seriously unwell or get an unexpected serious illness

Only go to the emergency department in a hospital if you are:

- seriously unwell
- unexpectedly seriously unwell
- have a serious injury and are unable to get to a GP in time

The emergency department will only treat you if you have one of these situations. You must go to your GP (doctor) for all other treatments.

If you have an emergency and are in immediate danger, read Part 3 on page 18.

If you are not in immediate danger, go to your doctor

If you are not in immediate danger, do not go to the emergency department unless your GP tells you to and gives you a letter for the hospital staff.

If you go to the emergency department for a non-emergency, expect a very long wait. Staff in the emergency department will work first with patients who need emergency treatment.

Most medical issues can be dealt with by your GP or the GP out of hours service (after 6pm service).

严重不适或出现无预期的严重疾病

仅在以下情况下，去急诊科就诊：

- 严重不适
- 无预期的严重不适
- 出现严重外伤，并无法及时与GP见面

仅在 these 情况下，急诊科才会为您进行治疗。对于其他所有的治疗，您必须去GP（医生）那里进行。

若您有紧急情况，并身处紧急的危险，请阅读第18页的第3部分。

若并无紧急的危险，请见医生就诊。

若无紧急的危险，除非GP要求并向医院开出信件，否则不要去急诊科就诊。

若您去急诊科诊疗非紧急的疾病，则会等待非常长的时间。急诊科的职员会首先接见需要紧急治疗的病人。

大多数的医疗问题，可以由您的 GP 服务进行，或 out of hours 服务（即下午6点后的服务）进行。

Part 2: Specialist Services

This part of this guide gives you information about specialist services (dental treatments, eye tests, hearing aids, vaccinations). It also tells you about staff you may meet in the health system.

How do I get dental care?

If **your teeth** need attention, you can use the adult dental scheme run by the HSE (provided by the HSE for free if you have a medical card). It covers a limited range of treatments. To check what is available, you will need to visit a dentist's surgery in your area.

The website www.hse.ie/eng/services/maps will help you find a nearby dentist.

You may have to pay for some dental treatment. However, many dentists offer payment plans to help you spread the payments out.

Children's services

All children up to 16 years of age can access emergency dental clinics in the HSE Dental Service.

For advice on how to access emergency treatment, please contact your local clinic.

Some clinics have a walk in service and for others you need to make an appointment to examine their teeth.

Children in primary schools will usually be offered an appointment in 2nd, 4th and 6th class. Any necessary treatment will be provided. They will also be referred to specialist teeth services (orthodontic services) if needed and they qualify for these services.

How do I know if my dentist provides services for medical card holders?

A list of dentists who treat the holders of medical cards is available from your local health centre, Citizens Information centre or library. It is likely that the dentist you go to will be on the list.

第2部分：专业服务

本手册的这一部分，为您提供有关专业服务的信息（牙科治疗、眼睛检查、听力辅助、疫苗）。亦向您介绍医疗体系中，您可能会见到的职员。

如何获得牙科保健？

若您的牙齿需要处理，可以使用 HSE 提供的成人牙科项目（若持有医疗卡，可以免费获得）。这包括一些有限的治疗。您需要前往当地的牙医诊所，了解这一项目所包含的服务。

以下网站会帮助您找到附近的牙

医：www.hse.ie/eng/services/maps

有些牙科治疗，您可能需要支付费用。但很多牙医都有支付计划，可帮助您分期付款。

儿童服务

所有16岁及以下的儿童，都可以使用 HSE 牙科服务的紧急牙科诊所。

有关如何获得紧急治疗，请联系当地的诊所。

有些诊所提供非预约的服务，其他诊所需要预约，才可以检查牙齿。

小学生通常在第2、4、6年级会有牙科预约。任何必需的治疗，均会提供。如果有需要，并符合要求，也会转介至专业牙科服务（orthodontic 服务）。

我如何了解牙医是否为医疗卡持有者提供服务？

在当地的保健中心、市民信息中心或图书馆，可以找到可以治疗医疗卡持有者的牙医列表。很可能您的牙医会在这个列表里。

How do I get treatment for eye problems?

If you are an adult with a medical card, you are entitled to a free eye test with an optician and a review appointment every 2 years.

If the optician decides you need glasses, you are entitled to a free new pair every 2 years if you have a medical card. If you are a medical card holder and are concerned about your eyesight, contact your local health centre to make an appointment with an optician.

If you are worried about your child's vision or their eyes, and they are:

- in pre-school - contact the public health nurse or GP
- in primary school - contact the school nurse or GP. School screening happens in junior infants and for all new entrants. They may send your child to a special eye doctor (an Ophthalmologist).
- in secondary school - contact your GP

In an emergency, contact your GP / out of hours service / Emergency Department.

Hearing aids

Medical card holders are entitled to free hearing aid services from the HSE. If you want to get a hearing aid on your medical card, you must get your GP to sign a form saying you need one. You will need a full medical card, as you cannot claim a free hearing aid on a GP only card.

Aids and appliances

The HSE provides a wide range of medical and surgical aids and appliances, such as wheelchairs and walking aids. These are free of charge to medical card holders and people on the Long Term Illness Scheme. You need to be assessed by a relevant health professional.

Each Community Healthcare Organisation (CHO) uses the same way to give funding for medical and surgical appliances. Sometimes, you may be put on a waiting list for appliances as this service is very popular.

如何获得眼科治疗?

若您开始持有医疗卡的成年人，则可以获得免费的眼睛检查，以及每2年一次复查。

若验光师认为您需要佩戴眼镜，则凭医疗卡，可以每2年免费获得一副眼镜。如果您是医疗卡持有者，并对自己的视力有所顾虑，请联系当地的保健中心，预约验光师。

若您担心子女的视力或眼睛健康，并且他们：

- 在学龄前 - 请联系公共健康护士或GP
- 上小学 - 请联系学校的护士或者GP。低龄幼儿及所有的新入学学生，会有学校检查。他们可能会将您的子女送至专业的眼科医生那里 (Ophthalmologist)。
- 上中学 - 请联系GP

若有紧急情况，请联系 GP / out of hours 服务 / 急诊科。

听力辅助

医疗卡持有者可在 HSE 获得免费的听力辅助服务。如果希望凭医疗卡获得助听器，必须由GP签字，说明您有助听器的需求。您需要完整的医疗卡，因为使用仅限GP的医疗卡，并不能获得免费的助听器。

辅助设备

HSE 提供一些列的医疗和外科辅助设备，如轮椅和步行辅助设备。这些对医疗卡持有者、以及长期病患项目的人士，免费提供。需要经过相关的健康专家评估。

每个社区保健组织 (CHO)，在给出医疗设备的经费时，都使用同样的方式。由于这一服务非常受欢迎，您有时可能会需要在等候名单上等待。

How do I or my children get vaccines we need?

Vaccinations can help to protect you and your family against certain diseases. You can discuss any questions or concerns with your GP or public health nurse. Vaccines need to be given when your child is at the right age so as to protect them.

It is important your children get their vaccines on time to protect them and other children who are too young to be fully vaccinated.

Your child needs to get vaccines at the right age to protect them. They need a number of vaccines - not just one. If your child got vaccinated before you moved to Ireland, speak to your doc.

Pregnant women should get the flu vaccine and the pertussis vaccine to protect them against flu and whooping cough.

You will be asked to consent to receive (get) vaccinations for yourself and any children under the age of 16 in your care.

Vaccinations for children are free.

What is consent?

You will also be asked to give informed consent (agreement) for surgery and treatment. You need to understand your choices and what it means to consent to have a procedure, treatment or vaccine. Please ask medical staff to explain in detail what consent means for different procedures and treatments.

What if I don't speak English?

If you don't speak English, please tell the medical staff and ask if an interpreter can be arranged for you.

我或我的子女如何获得所需的疫苗?

疫苗可帮助保护您和家人，帮助您避免患上特定的疾病。可以与GP或公共健康护士讨论任何相关的问题或顾虑。疫苗需要在您子女恰当的年龄接种，以为他们提供保护。

您的子女及时接种疫苗非常重要，这可以保护他们、以及其他年龄太小而不能完全接种疫苗的儿童。

您的子女需要在恰当的年龄接种疫苗，以保护他们。他们需要多种疫苗，不只是一种。若您的子女在来到爱尔兰之前已经接种疫苗，请与医生讨论。

孕妇应当接种流感疫苗及百日咳疫苗，防护流感和咳嗽。

相关职员会征求您的同意，为您自己、或正在照顾的任何16岁以下儿童，接种疫苗。

为儿童提供的疫苗是免费的。

同意是什么意思?

对于手术和治疗，您也需要提供知情同意书。您需要理解自己的选择，以及同意接受某一流程、治疗及疫苗意味着什么。请让医疗人员详细解释，对于不同的流程和治疗，同意的意思都是什么。

如果我不懂英文怎么办?

若您不懂英文，请告知医护人员，并询问是否可以安排翻译员。

In Case of Emergency (ICE)

Health care staff will ask you to provide contact details for:

- your spouse or a family member or
- a person you know that they can contact if you need help

In an emergency, we will ask you for these contact details. We keep this information in our records. We treat this information as private and confidential. In case of emergency (ICE) contacts should be adults you know and trust.

- Please put an ICE contact number on the contacts list in your mobile phone.
- Consider keeping the following text message on your phone in English for medical appointments:

My name is _____

My date of birth is _____

I speak Arabic (or another language), and I need an interpreter please.

(If I cannot speak) please contact the following person: _____

Relationship: _____

Location (address): _____

Phone / email details:

You may also find it useful to put this message in your phone in English in case you get lost:

Hi, my name is _____

I am new to Ireland and I am lost.

My address is _____

My eircode is: _____

紧急情况 (ICE)

医护人员会要求您提供以下人士的联系方式:

- 您的配偶或家人或
- 在您需要帮助时, 他们可以联系到的一名人士

在紧急情况下, 我们会要求您提供这些联系方式。我们需要记录这些信息, 以备后用。这些信息将视作为隐私和保密。紧急情况 (ICE) 联系人, 应当是您了解和信任的成年人。

- 请将 ICE 联系人保存在手机的通讯录里。
- 可以考虑把以下的英文短信保存下来, 以备医疗预约之用:

Jmenuji se _____.

Mé datum narození je _____.

Mluvím arabsky (nebo jiným jazykem) a potřebuji tlumočnicka.

(Pokud nemohu mluvit), kontaktujte prosím následující

osobu: _____

Vztah: _____

Místo (adresa): _____

Telefon / e-mail: _____

您也可以将以下的英文信息保存在手机里, 在自己迷路时可能会有所帮助:

Jmenuji se _____

Jsem v Irsku krátce a ztratil(a) jsem se.

Bydlím na adresě _____

Můj eircode je: _____

What other health professionals might I meet?

When you use our health system, you will meet doctors, pharmacists and other professionals:

- Occupational therapists
- Physiotherapists
- Public health nurses.

(see below for details of what these people do)

Occupational therapists and physiotherapists

If you have difficulty standing, walking or moving, or if you are recovering from an injury, you will likely get an appointment with an **occupational therapist or physiotherapist**.

Public health nurse

A public health nurse may come to see you or make an appointment at a local clinic. Public health nurses mainly look after:

- babies and children
- new mothers
- older people

If you get a visit from a public health nurse, community general nurse or an occupational therapist, this is usually as a result of your name being given to them by the HSE following your visit to a GP or hospital. You can get more information about these services from your local HSE health centre, your GP or online at:

[hse.ie/eng/services/list/2/PrimaryCare](https://www.hse.ie/eng/services/list/2/PrimaryCare)

我可能见到其他哪些医疗人士?

在使用我们的医疗体系时，您会见到医生、药剂师及其他专业人士：

- 作业治疗师（occupational therapist）
- 物理治疗师（physiotherapist）
- 公共健康护士。

（参见以下详情，了解这些人士都负责哪些工作）

作业治疗师和物理治疗师

若您有站立、行走或移动的困难，或者正在恢复外伤，则可能获得机会，预约作业治疗师或物理治疗师。

公共健康护士

公共健康护士可能来见您，或在当地的诊所进行预约。公共健康护士主要负责：

- 婴儿和儿童
- 产妇
- 老人

若有公共健康护士、社区全科护士或作业治疗师来家中与您会面，这通常是因为在您与GP见面或在医院就诊之后，HSE 将您的名字带到了他们。有关这些服务的更多信息，可以在当地的 HSE 保健中心或 GP 那里获得，或者登陆以下网站：[hse.ie/eng/services/list/2/PrimaryCare](https://www.hse.ie/eng/services/list/2/PrimaryCare)

Part 3: What to do in an emergency

What do I do in an emergency?

In an emergency, you have two choices. You can:

- ring 999 or 112 (it's a free phone call) and ask for an ambulance or
- go to your nearest emergency department in the hospital
- If you have an emergency related to pregnancy, you should contact or go directly to your local Maternity unit/hospital

1. Ring for help (999 or 112)

If you ring one of these numbers, you can call for an ambulance. These numbers can also be used to call the gardaí (police), fire service, lifeboat, coastal and mountain rescue services.

Try and have the following information ready when you speak to the emergency call operator:

- name of sick or injured person and their date of birth
- a description of what is wrong with the person (type of injury), any medical conditions or allergies that you know of)
- where you are and your eircode (if you know it)

If you can, tell the ambulance people the name of the person's GP and a list of medications the person is taking.

Don't worry if you can't do this.

When you ring emergency services, the staff there will ask you to stay 'on the line' (this means stay on the phone) and, if they think it helps, they will tell you what to do.

The operator on the emergency services phone line may also be able to provide an interpreter if you need one.

Sometimes a rapid response person (a person with medical training to help you) may arrive to offer help before the ambulance arrives.

第3部分：紧急情况下该做什么

紧急情况下，我应当做什么？

紧急情况下，您有两个选择。可以：

- 致电 999 或 112（这是免费电话），并要求救护车，或者
- 前往最近的医院急诊科
- 若您出现与妇产相关的紧急情况，应当联系或直接前往当地的妇产部门/医院。

1. 打电话求助（999 或 112）

致电这两个号码，可以要求救护车服务。这些号码，也可以打至警察（gardaí），火警，救生艇，海岸及山地救援服务。

在与紧急电话接线员通话的时候，请尽量准备好以下信息：

- 患病或受伤人士的姓名和出生日期
- 描述该人士出现什么情况（受伤类型）、据自己所知，该人士的任何医疗基础病或过敏情况
- 您在什么地方，以及 eircode（如果自己知道）

如果可以，将该人士的 GP 和该人士正在服用的药品列表，告知救护车的工作人员。

如果您无法提供这一信息，不用担心。

在致电紧急服务时，工作人员会要求您不要挂断电话（stay on the line），而如果他们认为有帮助的话，会告诉您该做什么。

如果您需要翻译，紧急服务的接线员也可能可以提供。

有时，可能会有快速响应人士（受过医护训练、前来帮助您的人士）来到您这里，在救护车到达之前提供帮助。

2. Go to the emergency department in a hospital

In an emergency where you or someone you know has a serious and unexpected illness or injury, you could go to the emergency department in a hospital.

- If you have an emergency related to pregnancy, you should contact or go directly to your local Maternity unit/hospital

If you want to speak to someone over the phone about how you are feeling call 1 of the two phone services below.

Suicide risk

Call 999 or 112 if you or someone you know is about to harm themselves or someone else.

Mental health crisis

A mental health crisis often means that you no longer feel able to cope or be in control of your situation.

In a crisis, you must get help as soon as possible.

A GP can offer support for anyone in crisis. If possible, ask someone to come along with you.

Go to or call the emergency department of your local general hospital www.hse.ie/eng/services/maps/

The YourMentalHealth information line is a phone service you can call any time.

A member of our team can tell you about:

- the mental health supports and services available to you
- how to access different services provided by the HSE and our funded partners
- opening hours

Freephone: 1800 111 888

The YourMentalHealth information line is not a counselling service.

Visit www.yourmentalhealth.ie for more information.

2. 前往医院的急诊科

若您或身边人出现严重和无预期的疾病或外伤，这样的紧急情况下，您应当前往医院的急诊科。

- 若您出现与妇产相关的紧急情况，应当联系或直接前往当地的妇产部门/医院。

若您希望在电话中讲述自己的感受，致电以下两个号码的一个：

自杀风险

若您或身边人即将伤害自己或他人，请致电 999 或 112。

心理健康危机

心理健康危机，通常意味着您不再觉得自己可以应对或管控自己的处境。

危机下，您必须尽快获得帮助。

GP 可以为任何处在危机下的人士提供帮助。如有可能，请找一名人士与您一同前往。

前往或致电当地全科医院的急诊科 www.hse.ie/eng/services/maps/

YourMentalHealth（您的心理健康）热线，是可以随时拨打的电话服务。

我们的团队成员，可向您介绍：

- 您可以获得的心理健康支持和服务
- 如何获得 HSE 及我们合作伙伴所提供的不同服务
- 营业时间

免费电话：1800 111 888

YourMentalHealth 信息热线，并不是心理辅导服务。

更多信息，参见 www.yourmentalhealth.ie

Other phone supports

If you want to speak to someone over the phone about how you are feeling call 1 of the two phone services below.

Samaritans

The Samaritans telephone service is available 24 hours a day. They provide a listening service to anyone who needs it, no matter what you are going through.

For confidential, non-judgmental support:

- Freephone: 116 123
- Email: jo@samaritans.ie
- Visit www.samaritans.ie for details of the nearest branch

Pieta House

They provide support for people who are suicidal and people who self-harm.

- Freephone: 1800 247 247
- Text HELP to 51444 – standard message rates apply

ChildLine

- Freephone 1800 66 66 66
- Free text the word Talk to 50101

Face-to-face support

For face-to-face support contact your GP.

Urgent help

Call 999 or 112 and ask for the ambulance service if you or someone you know needs emergency help.

There may be other local health supports, including mental health supports, in your area.

Visit www.yourmentalhealth.ie for more information.

其它电话支持

若您希望在电话中讲述自己的感受，致电以下两个号码的一个：

Samaritans

Samaritans 电话服务，全天24小时提供。他们为任何有需求的人士提供倾听的服务，不论您正在经历何种困难。

获得保密、无评判性的支持：

- 免费电话：116 123
- 电子邮件：jo@samaritans.ie
- 登陆www.samaritans.ie，查询最近的分支

Pieta House

他们为自杀倾向的人士、以及自我伤害的人士，提供支持。

- 免费电话：1800 247 247
- 发送短信 HELP 至 51444，这一信息收取标准的短信费

ChildLine

- 免费电话 1800 66 66 66
- 免费将 Talk 这个词，发短信至 50101

面对面支持

如欲获得面对面支持，请联系 GP。

紧急帮助

若您或身边人需要紧急帮助，请致电 999 或 112，并请求救护车服务。

在您居住的地方，可能有其它当地健康支持，包括心理健康支持。

更多信息，参见www.yourmentalhealth.ie

Who we are ...



关于我们

The HSE is responsible for delivering public health care services in Ireland. HSE stands for Health Service Executive. It was set up by the Irish Government.

In the HSE, we want to give you the best possible care and treatment. There may be times, however, when you think we could do better and sometimes you may even want to tell us about something we have done well.

Whatever age you are, you have rights when it comes to your health including:

- the right to have your say and be listened to
- the right to complain if you are not happy about something we have done

We want you to tell us if you have a comment, compliment or complaint about your health care. For information on how to make a comment, compliment or complaint, please visit:

HSE 负责在爱尔兰提供公共健康护理服务。HSE 的全称是 Health Service Executive。这是爱尔兰政府成立的。

在 HSE，我们希望为您提供最佳的护理和治疗。而有些时候，您可能希望我们做得更好，有时也可能希望告诉我们，在哪些地方我们做得不错。

不论年龄大小，您都享有健康方面的权利，包括：

- 表达看法和要求倾听的权利
- 如果对我们的工作不满，投诉的权利

有关自己的健康护理，若有意见、赞扬、投诉，我们希望您能告知我们。有关评论、赞扬、投诉的方法，请参见以下网站：

www.hse.ie/eng/services/yourhealthservice/feedback/Complaint/

We hope you found this guide useful

The information in this book, including the resources and links, does not replace medical advice from healthcare professionals such as your nurse, public health nurse, GP or obstetrician.

Everyone is different.

Always talk with a healthcare professional to give you the medical advice and care you need.

We have made all efforts to make sure this guide is up to date in terms of medical advice. But, with so many changes happening in healthcare, this is difficult. We will update this guide again to include new information when we print it again.

We hope you found the information helpful and wish you a good experience using our health system.

希望这一手册能为您提供帮助

本手册中的信息，包括来源和链接，并不能取代您的护士、公共健康护士、GP或产科医师这样的医护专业人士的医学建议。

每个人的情况各不相同。

请牢记与健康护理方面的专业人士交谈，获得自己所需的医疗建议和护理。

我们已尽最大可能，确保本手册的医疗建议是最新的信息。但是健康护理方面的变化很快，因此保持最新充满挑战。在下次印制手册的时候，我们会进行更新，包含新的信息。

希望您认为这里的信息有所帮助，也希望在使用我们的健康体系时，能有好的体验。

Get more information

You can get lots of further useful information on the following web links:

更多信息

在以下的网页链接，可以获得更多有用的信息：

www.hse.ie	
The Health Service Executive provides health services in Ireland, the websites below are all part of the HSE and will give you further information on those services and supports.	Health Service Executive 提供爱尔兰的健康服务，而下面的网站均由 HSE 提供，包含有关这些服务和支援的更多信息。
www.hse.ie/eng/about/Who/primarycare/socialinclusion/about-social-inclusion/translation-hub	
Translated documents on common health concerns and other topics as well as access to online health apps	有关常见健康问题及其他主题的翻译文本，以及获得网上的健康应用
www.immunisation.ie	
Information about vaccination	疫苗信息
undertheweather.ie	
Health education and management of minor illnesses	健康教育及小病的应对
www.yourmentalhealth.ie	
Supports and education for your mental health	心理健康方面的支援和教育
www.medicalcard.ie	
Medical card online service	医疗卡网上服务

Contacts importants			☐☐☐☐☐☐☐☐		
Doctor:		医生:	Tel:		电话:
Local health office:		当地的保健办公室:	Tel:		电话:
Public Health Nurse:		公共健康护士:	Tel:		电话:
Accident and Emergency Department:		意外及紧急部门:	Tel:		电话:
Out of hours GP Service:		非营业时间 (out of hours) GP 服务:	Tel:		电话:
Pharmacy:		药店:	Tel:		电话:
Maternity services:		妇产服务:	Tel:		电话:

