



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Oifig an Phríomhoifigigh Airgeadais
Feidhmeannacht na
Seirbhíse Sláinte
Seomra 125, Ospidéal
Dr. Steevens
BÁC 8

Office of the Chief Financial Officer
Health Service Executive
Room 125, Dr Steevens
Hospital
Dublin 8

16th April 2021

Deputy Mark Ward TD,
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.

Re PQ 17312 21: *To ask the Minister for Health the cost the HSE pays for debt collection services for non or late payments of hospital fees; the amount of debt collected in each of the years 2017 to 2020 and to date in 2021, in tabular form; and if he will make a statement on the matter.*

Dear Deputy Ward,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response. Your PQ above has been referred to me for response.

Please see Appendix 1 Table 1 below which shows the total amount spent by the HSE on debt collection agencies for all HSE Statutory locations for the years 2017 to 2020 which is the most recent data available.

All data was sourced from HSE Regional Finance ledgers. 2020 figures are draft only and are subject to change within the year-end audit process. Please note in view of the fact that there are still currently numerous ledger systems in operation in the HSE some differences in coding may arise.

I regret to inform you that the information you have requested “*the amount of debt collected in each of the years 2017 to 2020 and to date in 2021*” is not centrally collated. Debt collection continues to be managed at a local level. The shortcomings in the HSE legacy financial systems are well acknowledged and their replacement by a single standard financial system for the Health Sector is at the core of the Finance Reform programme initiated by the Department of Health.

HSE policy and procedures for debt collection are covered by NFR 25(National Financial Regulations) which is available to view on the HSE website on the link below:

<https://www.hse.ie/eng/staff/resources/financial%20regulations/nfr25.pdf>

Debt collection continues to be managed at a local level. If any patient has difficulty paying a hospital bill the regulations allow for the hospital and the patient to agree an installment arrangement. We would advise they contact their hospital directly to discuss this on a one to one basis.

The HSE seeks to maximise the recovery of income in a socially responsible, ethical, efficient and cost effective way. It should be noted that the collection of monies owed is a continuous, daily and large scale process.

If you have any queries, please do not hesitate to contact me at sarah.anderson1@hse.ie or tel: 087 9423319.

Yours sincerely

Sarah Anderson

Sarah Anderson
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Corporate Finance
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Appendix 1 to PQ 17312 21

Table 1

HSE Total Debt Collection costs for the years 2017 to 2020 <i>HSE Statutory services only</i>	
Year	Amount €
2017	603,798
2018	574,515
2019	687,214
*2020	568,503

Source: *HSE Regional Finance Ledger Systems*

***Note:** *Please note 2020 figures are draft only and are subject to change within the year end audit process*

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