

Public consultation: Health technology assessment of providing a telephone line for acute, non-urgent medical care needs

What are we doing?

We have launched a public consultation on our draft health technology assessment (HTA) of providing a national phone line for people with acute but non-urgent medical care needs.



Why are we doing this?

If you have a new health issue, it can be challenging to know which service to use. Currently, the 112/999 phone line is for people with acute urgent medical care needs. We undertook this assessment at the request of the Health Service Executive (HSE).

What are some of our key findings thus far?

- Telephone services offering advice or triage have been implemented successfully in several countries including the UK, Denmark, Sweden, Australia, and Canada.
- Non-urgent telephone support services can, and do, positively assist callers to access timely assistance and appropriate care.
- A new, national telephone service in Ireland would require a substantial investment. Depending on demand, estimated five-year costs range from €80 million to €250 million.

How can I take part?

Our draft findings and an online survey with details of how to take part in the consultation are available on HIQA's website.



The consultation will remain open until 5pm on Wednesday 18 June 2025.

What's next?

Following the consultation, the report will be updated as necessary, published on our website, and submitted as advice to the Minister for Health and the HSE to inform a decision on whether to introduce a new telephone pathway in Ireland.

A statement of outcomes report documenting the feedback received in the public consultation will also be published.