



# When you present to your local A&E Department with a mental health concern this is what you need to know

# 1

First you must register with the hospital receptionist. You may be asked for your medical insurance or medical card, PPS number, your name and address, and your next of kin, along with their contact details. Not all of this information may be required, but having it available will help speed up the process.



You will also have to give the reason/symptoms you are attending the hospital with.

You may be asked for a list of the medications you are on or any other medical conditions you have.

This is to make the Doctors aware and will be taken into account as part of your medical assessment.



You will also be asked if you have attended the hospital before.

Your medical information is confidential and is rarely shared. Sometimes information you give might need to be shared if there is a risk to you or someone else. Your doctors will make every effort to speak to you about this if it happens so that you are fully informed.

# 2

You may be asked to take a seat in the waiting area, until you get called into the triage nurse.

The triage nurse may take your vitals (Blood pressure, Temperature, and take bloods).



The triage nurse helps to determine how urgent it is that you be seen and which doctor should see you first.

After this assessment you will be put on the list to be seen and will have to wait until the doctor can see you.

You might need to be seen by a medical doctor first even if you are asking for help with your mental health. This is because physical health problems can cause symptoms of mental health problems and the doctors want to make sure you get the right treatment.



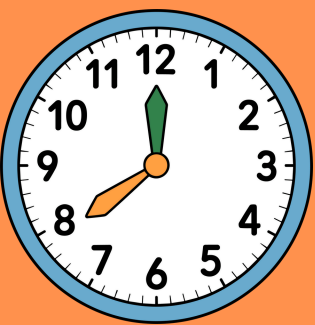
# 3

Following the medical assessment you may be asked to wait in a smaller waiting room before you are seeing by a mental health doctor/team.



# 4

Due to the high volume of people attending A&E you might need to wait to be seen, even up to a few hours, but you will be seen as soon as possible



# 5

If you are attending on your own, ensure to bring your mobile charger, water, and if using the car park, have cash or a card for the car parking machine, there is a 24 hour car parking ticket that can be purchased for €12



**Exchange House Ireland**  
01-8721094

**Traveller Counselling Service**  
01-8685761

**Finglas Counselling Service**  
087-2828402

**Text Pavee 50808**

**Pieta**

**24 hour crisis helpline, 1800 247 247**  
**Or text Help to 51444**

**Jigsaw National on 01-4727010 or**  
**Summerhill on 01-6583070**

**HSE, National Counselling Service**  
1800234110

**HUGG, 01-5134048**

**SOS, Suicide or Survive, 01-2722158**

**LGBT Ireland, 1800929539**

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