



**FAQ for Service Users of HSE Mental Health Service Users  
From the HSE Mental Health Engagement & Recovery Team**

**To contact a member of the team: Office email: [mhengage@hse.ie](mailto:mhengage@hse.ie)**

Webpage: <http://www.hse.ie/mentalhealthengagement>

During the current Covid- 19 situation the HSE wish to assure you that your community mental health team will continue to provide care and treatment to ensure your recovery and wellbeing is maintained. Here is some information that may help answer some of your queries.

**What do I do if I am concerned about my own or someone else's mental well being?**

**If you or the person you are caring for are already linked into mental health services:**

Please contact your local community mental health team during their opening hours, to speak to a member of the team. If it is out of hours please leave a message and they will contact you the next day. In an emergency after 5pm please contact your GP out of hours service.

**If you or the person you care for is not currently linked to mental health services**

Contact your local GP or out of hours GP service

If you do not know the number of your local service please contact The Your Mental Health information line Freephone: [1800 111 888](tel:1800111888)

**If my prescription needs renewal, how can I get it renewed?**

Please contact a member of the community mental health team you normally attend and they will help to make arrangements for your prescription to be issued to you directly or to the pharmacy.

**If I normally receive my medication from my mental health team but I cannot come into see my team, how will I receive my medication?**

Your mental health team will be aware you need your medication and they will contact you and make arrangements for you to receive your medication

**If I need additional support can I still contact my team?**

Yes you can contact your local mental health team by phone during their opening hours and a member of the team will advise you. If it is outside opening hours you can leave a message and





someone will contact you the next day. If it is an urgent situation outside opening hours please contact out of hours GP service.

**If I have an appointment with one of the team, will it still go ahead?**

Your mental health team will contact you in relation to your appointment. They may offer to carry out an appointment over the phone or a member of the team will talk to you over the phone.

**If I need to get a blood test done for my medication what should I do?**

Your mental health team will be aware that you need a blood test and contact you to make the necessary arrangements to carry that out.

**Where can I get my injection if the centre is closed?**

Your team will be aware that your injection is due and they will contact you to make arrangements for you to receive it.

**If I become mentally unwell and need to access my team or an inpatient unit urgently what do I do?**

If you are concerned about your mental health contact your mental health team during opening hours or your GP for out of hour's service and they will advise on the arrangements in place to assess your care needs.

**If I feel I have symptoms of coronavirus, what should I do?**

Visit the information page on the [HSE website](#)

**How can I maintain my social contacts and peer support if my day centre/recovery college/peer centre is not open?**

There are other ways to keep in contact with people other than through face to face contact like phones and social media. You can check in by phone with others and send positive messages during this time. Phone a friend particularly if you know they are on their own.

It is important to [mind your mental health](#) during this time and to take seriously the HSE advice on minimising social contacts





---

### More information and support

Infectious disease outbreaks like COVID-19 can be worrying and can affect your mental health. It is important that you look after your own physical and mental health needs. But there are many things you can do to mind your mental health during times like this.

- For health information and advice on COVID-19 visit the [HSE website](#).
- Read more about minding your mental health during the coronavirus outbreak, [here](#).
- Find a list of telephone, online and SMS services and supports available during this time, [here](#).
- Visit [www.yourmentalhealth.ie](http://www.yourmentalhealth.ie) for information on mental health and supports in your area.
- If you would like to contact your local mental health services or community mental health team but are unsure of how to do so or the number by which to contact them contact the **Your Mental Health information line** Freephone: **1800 111 888**. It is not a counselling service, but an **information line** to **help** point people to the correct **mental health** service for their needs

