

Frequently Asked Questions

— **I have run out of my medication, can I order a repeat prescription for today?**

Repeat prescriptions can be ordered over the phone if they are long time medications that you have had repeats of before, and you are not due a check-up. However, this is strictly a 48 hour service. This is because prescription services are very time consuming as each item on your prescription must be checked by the doctor every time. Please keep in mind that while your prescription may only include one or two items, many other prescriptions are several pages long, and we usually get 20 – 30 repeat prescription requests per day, nearly all of which must be completed by a doctor out of surgery hours.

If you are completely out of medication, your regular pharmacy should provide you with a week's emergency supply to give you enough time to order and collect your prescription.

— **Can I have my blood taken on Monday/Friday/in the afternoon?**

We only offer blood taking services on Tuesday, Wednesday and Thursday mornings as these are the days we have a courier to take them to the hospital. We are able to take your blood outside these times upon request, but you would have to deliver them straight to Beaumont yourself.

— **I have a Medical Card, am I covered for all medical services or are there things I have to pay for?**

Medical Cards and Doctor Visit Cards cover your consultations with the doctor, your prescriptions, and certain government-decided services, such as 24-Hour Blood Pressure Monitoring and Mirena Coil Insertion. However, services like blood tests and Driving Licence Medicals are not covered and you will be charged the standard fee of €40 for these services.

— **Why won't you accept new patients from outside the Malahide area?**

It is our policy to only accept new patients from within the Malahide area. This applies to both private and Medical Card patients. This policy is in place to protect both our patients and our doctors, as if you should need a house call, particularly in the case of an emergency, it is important that your doctor can access you within a reasonable amount of time.

— **Do you provide contraceptive services like Implanon or Mirena Coil insertion?**

Dr Deirdre Nevin is fully qualified in the insertion and removal of both Implanon and the Mirena Coil. Usually you will attend for an initial appointment at which you will be given a prescription, after which you will attend for a longer follow-up consultation for the insertion.

— **Do you provide cryotherapy services?**

All our doctors are able to provide cryotherapy services to freeze off warts, verrucae, or other lesions. This service is covered by the Medical Card and Doctor Visit Card. Private patients with medical insurance can fill out a once-off Insurance Form at the first treatment and we will claim directly from your provider. Otherwise the cost is €50 for an initial visit and €30 for subsequent visits.

— **I already have a GP I regularly attend but they do not have an appointment available for me today. Can I be seen at your surgery instead?**

Unfortunately we cannot see patients from other practices as we have no access to their records or important medical information. It is important that you always attend your own doctor, as if a patient attends multiple practices their medical records become scattered and there is a much higher risk that a medical issue will remain undiagnosed due to no doctor having the full information. Your own doctor should have information as to who to call in the case that they cannot offer you a consultation.

— **Will you email me my prescription/referral/blood test results?**

We are unable to email any confidential medical information, even with your consent, as it is legally not a secure method of communication. While it is your own choice to email us any private documents, please understand that this is not recommended and that you do so at your own risk.