



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Office of the Clinical Director of Health Protection, Health Service Executive

TO: All service providers

FROM: Dr Abigail Collins, Consultant in Public Health Medicine

Dr Kevin Kelleher, Assistant National Director for Public Health and Child Health

RE: HSE Cyber Attack – public health update

DATE: 18th May 2021

As I am sure you are aware, the HSE ICT systems have been disabled as a precaution in response to the cyber attack on Friday. This has had significant consequences for the HSE, including for Departments of Public Health. Whilst alternative solutions are being put in place we ask for your patience and consideration when contacting the HSE Departments of Public Health and Schools teams.

There was a short delay in results being received by Public Health on Friday and part of Saturday, however we have since worked urgently to ensure these cases and all the new referrals are dealt with quickly. We are also experiencing some difficulties in being able to refer close contacts identified in the usual way for testing. Therefore, close contacts identified by contact tracing are asked to attend walk in centres for testing and not await appointments.

Given that Departments of Public Health are currently working very hard, and under difficult circumstances we ask for your consideration when contacting us. Please do contact the HSE Childcare facility line on **01 511 9777** if you are aware of a case of Covid-19 within your facility, but have not yet heard from us. In the short term, they will provide you with the appropriate number to ring the local Departments of Public Health. The numbers for Departments of Public Health are subject to change during this period, and therefore to ensure you are being directed to a correct line, please ring the HSE Childcare facility line first.

For staff or children who are due testing, but have not received an appointment, they should attend the walk-in centres directly. Anyone who is awaiting a result of the Day 10 test, should continue to

restrict their movements until they receive this result, or they have restricted their movements for 14 days, whichever is the soonest.

If someone is symptomatic but has not yet got a test result, they should continue to self-isolate as per guidelines. **No-one with symptoms consistent with Covid-19 should be in the facility.** No close contact exclusions need to be made until a confirmed result is received. Whilst there is a slight delay compared to normal processes, positive results are being rapidly provided to patients.

General Covid-19 queries should be answered through the usual processes. Calls to the HSE Childcare facilities line or Departments of Public Health directly are for confirmed cases only please. The FAQs for providers (link [here](#)) should be able to answer most other Covid-19 queries.

The 30 City and County Childcare Committees (CCCs) are also available to provide advice and support to early learning and care and school age childcare services. Contact details for your local CCC can be found at www.myccc.ie. The Department of Children, Equality, Disability, Integration and Youth has also established a national weekend Covid-19 support helpline, hosted by the CCCs, which provides support for providers who are faced with a potential or confirmed Covid-19 case in their service by guiding them through the process of engagement with the relevant authorities. This helpline can be reached on 1800 940 341 on Saturdays, Sundays and bank holidays between the hours of 10.00-13.00 and 13.30 and 16.00.

We will keep you updated as things unfold, but be assured all departments are responding to ELC and SAC services to provide clinical support in a very timely manner.