



MUH Physiotherapy: Telephone Triage



Cork Emergency Medicine

<http://EMed.ie>

What is Telephone triage?

A telephone service that gives you advice on sprains and strains after you have attended the Mercy University Hospital emergency department.

When can I contact the service?

- Monday (excluding Bank Holidays) 08:30am-10am
- Wednesday 1:30pm to 3pm
- Friday 8.30am – 10am

Who will I speak to?

A Senior Physiotherapist.

How long will the phone call take?

Approximately 20 minutes.

What will happen when you phone?

You will be asked some questions about your problem. We will then decide how best we can help.

What can I do if I can't get through?

- The telephone line can get very busy.
- If the line is busy, the Physiotherapist is on the phone with someone else.
- You can keep calling
- We not check voicemails

Summary

You can call (021) 4935340:

- Monday (excluding Bank Holiday) 8.30am-10.00am
- Wednesday 1 30pm to 3pm
- Friday 8.30am – 10.00am

You have 2 weeks from ED attendance to call us on (021) 4935340.

If you do not call within 2 weeks, you will be discharged.

If you are concerned, please contact the Emergency Department you first attended:	Mercy University Hospital (021) 230 5011	M-UCC at SMHC (St. Mary's Health Campus) (021) 4926900	CUH (021) 4920200	Local Injury Unit Mallow General Hospital (022) 58506	Bantry General Hospital (027) 52900
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