



20th September 2018

Circular 029/18

Participation in 2018 / 2019 Seasonal Flu Campaign

Dear Community Pharmacist,

The target population for vaccination by Community Pharmacy Contractors for the 2018 / 2019 remains the same as last year for the Seasonal Flu Campaign. Community pharmacists will be eligible to vaccinate-

- **Those aged 18 years and older in the at risk groups defined as the following:**

A	Chronic Respiratory Disease (including COPD, Cystic Fibrosis, moderate to severe asthma or bronchopulmonary dysplasia)
B	Pregnant Women (vaccine can be given at any stage of pregnancy)
C	Chronic Heart Disease (this includes anyone who has a history of having a “heart attack” or unstable angina)
D	Chronic Renal Failure
E	Chronic Liver Disease
F	Chronic Neurological Disease (including MS, hereditary and degenerative disorders of the central nervous system)
G	Immunosuppressed due to disease or treatment (these include anyone on treatment for cancer)
H	Household contacts or out of home carer (to persons with increased medical risk)
I	Diabetes Mellitus
J	Morbidly Obese (i.e. body mass index over 40)
K	Haemoglobinopathies
M	Residents of a nursing home or other long stay facility (only when vaccinated within the Pharmacy setting)
O	Carers (the main carers of those in the at risk groups)
P	People in close contact with pigs, poultry or water fowl
R	Health Care worker - Medical/Dental
S	Health Care worker - Nursing
T	Health Care worker - Health and Social Staff
U	Health Care worker - Management/Administration
V	Health Care worker - General Support Staff
W	Other Health Care worker
X	Age 65 and over
AL	Down Syndrome

Details of the approved batch numbers of the influenza, Pneumococcal and Herpes Zoster vaccines will be available on the drop down selection list of the online vaccination claiming system.

Those pharmacies who registered previously and hold an account with the National Cold Chain Service are not required to register again. However, if your pharmacy has not registered for a National Cold Chain account, you must complete the attached form and return directly to vaccines@udd.ie

The online browser has been enhanced to allow pharmacies to record details of pneumococcal polysaccharide and Herpes Zoster vaccines administered to private patients. Pharmacists will not be reimbursed for providing these vaccinations to public patients during the 2018/19 season.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Anne Marie Hoey', written in a cursive style.

Anne Marie Hoey
Primary Care Reimbursement & Eligibility

Frequently Asked Questions

Q1. My pharmacy has previously delivered vaccination services, do I need to register?

Those pharmacies who registered previously and hold an account with the National Cold Chain Service are not required to register again. However, if your pharmacy has not registered for a National Cold Chain account, you must complete the attached form and return directly to vaccines@udd.ie (Phone: 01 463 7770).

Q2. My pharmacy has previously delivered vaccination services but the contractor status has changed. Do I need to register?

No, provided your pharmacy has a National Cold Chain Service account, you do not need to register again for the vaccination service.

Q3. How long will it take to register for a National Cold Chain Service account?

Account set up in National Cold Chain can take up to ten working days. When the account is set up Customer Service will contact the pharmacy and provide the account number and instructions on how to use the online ordering system. Orders can only be taken through the online ordering system.

If your pharmacy already has an account with the National Cold Chain you should contact them to ensure the account is active and that you have full access to the online system. Existing accounts will be asked to complete a stock take before they can place an order for this year.

Q4. When will my vaccines be delivered?

Pharmacies can view their delivery calendar on the National Cold Chain online system. The calendars are unique to each pharmacy site. The calendar shows order date (in red) – this is the date that the order must be placed by in order for it to be delivered on the following delivery date (in green). Orders cannot be delivered outside these dates.

It will not be necessary to phone United Drug to check flu vaccine availability. Once stock is available it will be on the online system and available for pharmacies to order. You should check for this availability from September 1st onwards.

Q5. How do I access the vaccination recording website to provide the details of vaccination services which I want to provide?

Simply go to PCRS online services page at www.pcrs.ie and to the section entitled 'Services for Pharmacy only'. Click on the link titled 'Pharmacy Application Suite'. If you have a valid 'in date' PCRS security certificate installed on your computer then you should be brought straight to the menu.

Please note for future ease of access, you can save this Pharmacy Suite Menu as a 'Favourite' in your internet browser.

Q6. What process should I follow?

Type in the details of the proposed vaccination, then print off the paper record which the patient (or guardian) signs before providing the vaccination. This approach ensures that the proposed vaccination service has not already been provided by another health professional. It also provides confirmation to you that PCRS has validated the proposed service from a reimbursement point of view.

Q7. Where can I get training on the PCRS website?

The website has on screen assistance and validation to help if you forget to enter something. The website for capturing these details is designed to minimize the time taken and is also designed to be simple to use. The on screen help and validation will ensure that you can record the necessary details.

Q8. What details do I need to provide?

You need to provide details of uptake for HSE Health and Wellbeing and to support the processing and payment of claims e.g.

- a) the patient receiving the vaccination
- b) the vaccination itself i.e. batch number and injection site

<u>Details</u>	<u>Source</u>
Vaccination date	User input
Vaccination batch number	Drop down selection list
Injection site	Drop down selection list
Cold Chain Account Number	User input

- c) any “at risk” medical condition that the patient may have,

<u>Details</u>	<u>Source</u>
Medical risk code,	Drop down Selection List

Q9. What details do I have to capture in respect of the patient?

Enter the patient’s Personal Public Service number (PPS number).

For patients in the target group, if the PPS number exists and the patient has a valid Medical Card / GP Visit Card/ Health (Amendment) Act, 1996 Card associated with this PPS number then this will be found automatically for you in most cases. The patient is entitled to free vaccination and the vaccination details submitted to PCRS are a claim for remuneration.

For patients in the target group, if the PPS number exists and no Medical Card / GP Visit Card /Health (Amendment) Act, 1996 Card is identified you will have an opportunity to input the Medical Card / GP Visit Card number / Health (Amendment) Act, 1996 Card. If Medical Card / GP Visit Card / Health (Amendment) Act, 1996 Card eligibility exists for this patient then they are entitled to free vaccination and the vaccination details submitted to PCRS are a claim for remuneration.

If the patient does not have Medical Card / GP Visit Card / Health (Amendment) Act, 1996 Card eligibility but the patient's PPS number is found then the vaccination details submitted to PCRS are simply a record in this case.

If the patient does not have Medical Card / GP Visit Card / Health (Amendment) Act, 1996 Card eligibility and no PPS number is found, then the patient details including their PPS number should be recorded. The vaccination details submitted to PCRS are simply a record in this case also.

Finally, in a small number of cases the patient may present with their verified PPS number and it can happen that the patient details on file need to be changed. The "Override Patient Details" is used in this case to enter the patient details including their name and address. The vaccination details submitted to PCRS are simply a record in this case also.

Q10. What other details do I need to input or record?

Family Doctor Name and Address in the case of a vaccination for a Non - Medical Card Holder.

Q11. I get paid for vaccinating a Medical Card holder in the target group. Why do I need to record vaccinations provided to persons not in the target group?

Since the HSE provides the vaccine and may be required to look back it is important to capture details of all vaccinations. In addition, the legislation requires in the interest of public health that a record of all vaccinations is captured. Future stock distribution requirements to vaccination service providers can also be determined with reference to records of vaccinations provided.

Q12. I don't want to use the website. Can I continue to submit manual paper claims?

Remuneration for Vaccination Services is available in respect of electronic submissions only. Manual paper claiming for vaccination services is not available. In addition to being more efficient, electronic processing will ensure services you provide are fully reimbursed. The Online System is in respect of vaccination services only and there are no changes to the arrangements for claims submission under the State Drugs Schemes which will continue uninterrupted.

Q13. What happens if the PCRS website is down or my connection to the internet is not available?

The PCRS website is available almost all of the time, 24 hours a day, 365 days a year. However, by way of backup, a vaccination record form will be available to download and copy. You should download this form and prepare a stock of forms as a backup to allow you provide vaccinations in the event of website unavailability for any reason. Simply complete the form and enter the details later when the website is available again. This form will contain the standard Data Protection notice which applies in the case of all records.

Data Protection Notice: Personal data collected by HSE PCRS is used for the purpose of providing a health service. It is required, stored, processed and disclosed to other bodies in accordance with the laws relating to proper treatment of personal data.

Extra care should be used in this case to verify the details which you will need to enter into the website later. If some of the details are incorrect, e.g. the medical card is not valid then you will not be able to get reimbursed for this service via the website.

Q14. Where do I get help if I have problems with PCRS websites?

There are two elements involved in using websites successfully. These are (a) the website itself and (b) the browser software you are using to access the website and your computer environment the browser is installed on.

Regarding the website itself, PCRS is committed to announcing any planned downtime in advance to you. If there is unplanned downtime a message will be posted to this effect as soon as possible. There is a single national website and to the extent any issue arises PCRS is generally aware of that immediately.

Regarding your browser software itself and your computer environment, you need to ensure that these components are covered with support agreements so that you have assistance readily available to you.

Vaccine Customer Set up form – Pharmacy Only

Please return completed form to National Cold Chain Service. Fax: 01 4637788, Email: vaccines@udd.ie

Sections A-C to be completed by Customer

A) Customer Details

Name:			
Address: (include Eircode)			
Phone No.		Fax number	
Contact Name		Role	
Email:			
Pharmacy PSI Number		Pharmacy GMS Number	

Supervising Pharmacist PSI Number	
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Opening Hours	Open	Closed for lunch
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

B) Pharmacists Details

Number of vaccinating Pharmacists at this location (please list details below)			
No.	Pharmacists Forename(s) (please supply forenames as stated on PSI registration)	Pharmacists Surname (please supply surnames as stated on PSI registration)	Pharmacists PSI Registration number
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Vaccine Customer Set up form – Pharmacy Only

C) Customer Approval

I can confirm the following:

1. The Pharmacist administering the vaccines at this registered pharmacy premises has completed the requisite programmes of education and training as approved or recognized by the PSI prior to providing the service.
2. The registered pharmacy premises where the service is delivered satisfies the guidance issued by the PSI and has been notified to the PSI as offering the extended service of vaccine administration.
3. The pharmacy contractor holds professional indemnity cover to encompass this extended service.
4. The fridge monitoring system in operation is in compliance with the guidance issued by the PSI

Print Name		Position	
Signature		Date (dd mmm yyyy)	
GMS Pharmacy Stamp:			

Section D & E to be completed by United Drug

D) UD NCC Team Approval

HSE Customer Group		HSE Flu Group		SAP Customer Group Level	
Default Route					
HSE Region					
HSE Local Health Office					
Community Health Office (CHO)					
Former Health Board (LHO)					
Print Name		Position			
Signature		Date (dd mmm yyyy)			

Sections E to be completed by United Drug

E) UD NCC Team Approval

HSE Customer Group	Choose an item.	HSE Flu Group	Choose an item.	SAP Customer Group Level	Choose an item.
Default Route					
Print Name		Position			
Signature		Date (dd mmm yyyy)			

F) UD Quality Team Approval

Customer Regulatory Group	Choose an item.
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Vaccine Customer Set up form – Pharmacy Only

Print Name		Position	
Signature		Date (dd mmm yyyy)	
G) Responsible Person Approval			
Print Name			
Signature		Date (dd mmm yyyy)	