



Feidhmeannas Seirbhíse Sláinte
Health Service Executive

Office of the Chief Information Officer
delivering eHealth Ireland,
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29th April 2021

Mr. David Cullinane TD
Dáil Eireann
Leinster House
Dublin 2

Re: PQ ref 18948/21

“To ask the Minister for Health the steps being taken to improve the IT system for the vaccination roll-out; if he will improve logistical communication and prevent scam messages for appointments; and if he will make a statement on the matter.”

Dear Deputy Cullinane,

CoVax system, which is the IT system for the Vaccination programme, undergoes constant and regularly updates. The system is being developed using an agile methodology, which ensures that the key stake holders are involved in every part of the development process. Currently, the system is updated on a 2-weekly basis, to accommodate updates, enhancements and changes to the vaccine programme.

The process for communications, is part of this improvement update, of the system. People will utilize the portal or HSE live to register interest in receiving the vaccine. The HSE will then schedule an appointment and text them with their appointment details. We are also bringing in two-way texting, to enable the citizen to advise the HSE that they wish to cancel their appointment and the system will automatically send them a new appointment.

In order to support people, and to provide clarity that the HSE is sending the text, we will enhance our communications so that people clearly understand and can identify the phone number that the texts are being sent to and from. In addition, there will also be functionality on the portal, that will allow users to cancel their appointment and the system will automatically reschedule the appoint and inform of same.

If you feel that the question has not been fully answered or you require any further clarity, please contact me.

Yours sincerely,



Fran Thompson,
Interim Chief Information Officer, OoCIO, HSE.