



Feidhmeannas Seirbhíse Sláinte  
Health Service Executive

Office of the Chief Information Officer  
*delivering eHealth Ireland,*  
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15<sup>th</sup> January 2021

Mr. Dennis Naughton TD  
Dáil Eireann  
Leinster House  
Dublin 2

Re: PQ ref 1121/21.

*“To ask the Minister for Health the number of positive cases that have been uploaded their random IDs to the Covid tracker application on a monthly basis; the number of application users that were sent a close contact alert each month since the application went live; the number of active users each month; the steps being taken to increase the use of the application; and if he will make a statement on the matter.”*

Dear Deputy Naughton,

In response to your query please see below answers on appoint by point basis: -

**Q: The number of positive cases that have been uploaded their random IDs to the COVID tracker application on a monthly basis.**

**A: 7433 in 2020**

(ref table A. below)

Year, Month	Uploads
2020, July	73
2020, August	357
2020, September	1099
2020, October	3163
2020, November	807
2020, December	1934
2021, January	2956
<b>Total</b>	<b>10389</b>

Table A.

**Q: The number of application users that were sent a close contact alert each month since the application went live.**

**A: 15053 in 2020 and 5555 in 2021**

(ref Table B. below)

Year, Month	Contact Notification
2020, July	157
2020, August	724
2020, September	2842
2020, October	5709
2020, November	1523
2020, December	4275
2021, January	5555
<b>Total</b>	<b>20608</b>

Table B.

**Q: The number of active users each month.**

**A: ~1.3M as at end of 2020**

**A: we are working to integrate the registration and app store/play store data but not available yet**

**Q: the steps being taken to increase the use of the application.**

**A: Promotion**

- Integrated into the HSE COVID Campaign
- Google Homepage promotion
- App Store/apply Store promotions
- Planning for Winter YouTube and Social Media campaigns
- Ongoing media HSE campaigns

**A: Design**

- Enhance app utility - data available at LEA leve, Vaccine data in upcoming release
- New app features planned for upcoming releases
- App available in 8 languages
- Nokia, Vodafone and Alone are running a program to provide 70 phones for 70 older people which will have the Covid Tracker app on onboard.
- Language videos about the app are being made available for all app supported languages which will be used in social media campaigns.

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

Yours sincerely,



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