

## General Practice – Contact Details

Support teams available within business hours unless otherwise stated.

Query	Service	Telephone	Email	Commentary
Vaccine ordering & delivery issues	National Cold Chain Service (NCCS)	01 463 7770	<a href="mailto:vaccines@udd.ie">vaccines@udd.ie</a>	Any queries relating to quantity/allocation should be raised through the email address
Consumable order / delivery queries	Consumables Support	081 800 8811	<a href="mailto:vaccine.support@jmc.ie">vaccine.support@jmc.ie</a>	Must be emailed from a non Healthmail account
Clinical queries, any relating to cold chain maintenance or breakdown	National Immunisation Office (NIO)		<a href="mailto:immunisation@hse.ie">immunisation@hse.ie</a>	
Data quality errors support	HSE Data Quality Team	01 240 8786		
Payment queries / claims regarding any vaccines	HSE Primary Care Reimbursement Service (PCRS)	01 864 7100	<a href="mailto:Pcrs.doctorsqueries@hse.ie">Pcrs.doctorsqueries@hse.ie</a>	Reimbursement of vaccinations only
General queries / information & relationship management	Relationship Management	081 800 8811	<a href="mailto:gpvaccines@vision.com">gpvaccines@vision.com</a>	
Healthmail issues	Healthmail Support	061 203 779	<a href="mailto:ictsupport@three.ie">ictsupport@three.ie</a>	Any queries relating to your Healthmail account including the secondary email address attached to your account
GP liaison (COVID-19 testing queries)	Relationship Management	081 800 8811	<a href="mailto:gpvaccines@vision.com">gpvaccines@vision.com</a>	
Antigen kit ordering portal	HSE Portal		<a href="https://hseppe.powerappsportals.com/signin">https://hseppe.powerappsportals.com/signin</a>	
For contract queries	National Contracts Office	044 939 5519	<a href="mailto:natcontractsoffice@hse.ie">natcontractsoffice@hse.ie</a>	
Vaccines outside cold chain parameters	National Immunisation Office (NIO)		<a href="mailto:pharmacynio@hse.ie">pharmacynio@hse.ie</a>	Contact a National Immunisation Office pharmacist immediately
Contact HSE	HSELive	1800 700 700	You cannot contact HSE Live by email. See <a href="#">HSELive</a>	Monday to Friday, 8am to 8pm, Saturday, 9am to 5pm

## General Practice – Contact Details

### GP Vendors & GPVax - Support Contact Details

Technical Support			
Support Team	Telephone	Email	Operating Hours
Socrates	071 919 3600	<a href="mailto:support@clanwilliamhealth.com">support@clanwilliamhealth.com</a>	Monday to Friday 8am to 5:30pm
Helix Practice Manager	01 463 3098	<a href="mailto:gpsupport@clanwilliamhealth.com">gpsupport@clanwilliamhealth.com</a>	Monday to Friday 8am to 5:30pm
HEALTH one	01 463 3098	<a href="mailto:gpsupport@clanwilliamhealth.com">gpsupport@clanwilliamhealth.com</a>	Monday to Friday 8am to 5:30pm
CompleteGP	01 524 0830	<a href="mailto:support@completegp.ie">support@completegp.ie</a>	Monday to Friday 9am to 5pm
GPVax - A2I HIDS support team Note: Contact from your Practice Healthmail account for any technical queries, usability or system issues	01 778 4998	Healthmail contact: <a href="mailto:a2ihids.support@healthmail.ie">a2ihids.support@healthmail.ie</a>  Email contact: <a href="mailto:a2ihids.support@hse.ie">a2ihids.support@hse.ie</a>	Monday to Friday 9am to 5pm