



Circular 021/21

16.08.21

Re: EU Digital COVID Certificate - Cert Generation

Dear Pharmacist,

Please find attached a communication regarding the EU Digital Covid Certificate (DCC). You will note that the HSE are undertaking a data validation exercise on records where there are queries so as to ensure that once the DCC is issued it contains the correct information for each patient.

The Primary Care Reimbursement Service has no role in the generation of the EU Digital COVID Certificate and you should use the contact numbers and links in the attached communication when queries relating to the DCC arise.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Shaun Flanagan', with a horizontal line underneath.

Shaun Flanagan
Assistant National Director
Primary Care Reimbursement Service



IMPORTANT INFORMATION FOR PHARMACISTS REGARDING EU DIGITAL COVID CERTIFICATE (DCC)

13/08/2021

Dear Pharmacist,

As you will be aware the EU Digital COVID Certificate (DCC) has been introduced in Ireland. The HSE are undertaking a data validation exercise on records where there are queries so as to ensure once the DCC is issued it contains the correct information for each patient. Please do NOT amend any existing records, and instead we will assist you on updating any data quality queries.

Under this review there are two pathways to correcting data quality:

- 1) In-house team can resolve directly without requiring to contact pharmacists
 - 2) In-house team will need to validate information with pharmacists
- 1) In the majority of these cases the matters can be resolved by the in-house team.
- If any of your patients have been affected and become resolved through this in-house process you will be informed via email to your Healthmail account. The email will include a detailed breakdown of the affected patients and the changes made to their record and will be issued over the coming weeks.
 - Pharmacists are **NOT** required to input any changes into PharmaVax at this time.
- 2) Where there are records that require validation from pharmacists the process will be as follows:
- Your Relationship Manager will contact you to alert you to affected records and schedule a call where you can agree and validate the changes.
 - A member of our data quality team will call you to agree the amendments required for the record.
 - At the end of this process, you will be provided with a list of affected records and the amendments made to records via an email from Healthmail.
 - Pharmacists are NOT required to change their own records at this time and all changes will be made by the internal HSE team.

To ensure the efficient ongoing operation of the DCC, we ask all Pharmacists to **please ensure that your vaccine records are uploaded in real time and that any back logs of**

vaccine records not yet entered on the system are uploaded as a priority so that COVAX can be updated and DCC issued.

Further assistance:

- If you have an urgent/priority issue for individual patients whose vaccines were administered by your team, you may call the Pharmacy vaccines helpline number 01 448 5699 to discuss the situation. Any such cases will be dealt with on a priority basis.
- You may also send an email to pharmacyvaccines@vision.com to alert us to the issue and request a callback. **Please do not include any patient information in your email.** We recommend including a preferred contact number in your email where a callback is requested. This number is for pharmacists and Pharmacy Staff only and is not to be circulated to patients.



Geraldine Crowley
Assistant National Director
Primary Care Strategy & Planning