



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Feidhmeannacht na Seirbhíse Sláinte
Seirbhís Aisíoca Príomhchúraim
Bealach amach 5 an M50
An Bóthar Thuaidh
Fionnghlas
Baile Átha Cliath 11

Health Service Executive
Primary Care Reimbursement Service
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ADDRESS 1
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Circular 021/11

14th October 2011

Dear Pharmacist,

To maximise vaccination uptake and improve patient outcomes nationally, the Minister for Health has agreed that Community Pharmacists may also participate in the National Seasonal Influenza Vaccination Programme.

Community Pharmacy Contractors, who have responded to the HSE request for Expressions of Interest and who are deemed to meet the criteria for entry to the programme will be engaged by the HSE to participate in this programme. Pending a full review of the Community Pharmacy Contractors' Agreement and the Memorandum of Agreement between the Irish Pharmacy Union and the Department of Health and the HSE, it has been agreed with the Pharmacy Contractors' Committee of the Irish Pharmacy Union that the terms and conditions of your existing pharmacy contract, the Community Pharmacy Contractors' Agreement (1996 or 2010 as applicable), shall apply to those pharmacists who participate in this service in accordance with Clauses 3, 12 and 19 (3) thereof.

Target population under the National Seasonal Influenza Vaccination Programme

For the 2011/2012 Seasonal Influenza Vaccination Programme and for the purpose of these contractual arrangements, the target population for vaccination by Community Pharmacy Contractors is all persons aged 65 years and over.

Fees

Following consultation with the Pharmacy Contractors Committee of the Irish Pharmacy Union in accordance with Clause 12(1) of the Community Pharmacy Contractors' Agreement the Minister for Health has set the fee payable to Community Pharmacists at €15 in respect of each holder of a Medical Card, GP Visit Card or Health (Amendment) Act, 1996 Card, aged 65 years and over, whom they vaccinate on behalf of the HSE.

The fee does not include the cost of the vaccine, which will be supplied free of charge by the HSE to participating pharmacies in respect of the target population, subject to the conditions of this circular. Apart from the administration of the vaccine, the fee covers the costs incurred in carrying out the process including, pre-vaccination counseling, patient assistance required in the immediate aftermath of the injection, keeping records, the making of necessary returns to the HSE, informing the GP, vaccine ordering, storage, rotation, returns and sharps disposal.

For all other persons aged 65 years and over the Community Pharmacy Contractor will be supplied with the vaccine by the HSE and the Pharmacist can provide the vaccine free of charge to the patient from the HSE stock. However in these circumstances, where the patient does not have eligibility, the additional cost of administering the vaccine is a matter between the patient and the Community Pharmacy Contractor.

Standards/Administration

The Community Pharmacy Contractor shall ensure that the conduct of his/her practice, insofar as the administration of the Seasonal Influenza Vaccine is concerned, is in conformity with all of the Standards of Best Practice as determined by the Pharmaceutical Society of Ireland (PSI), from time to time, and also in line with the HSE's administrative requirements currently in operation together with those set out below.

There will be a requirement to ensure that-

- each patient is supplied with the relevant patient information materials (supplied by the HSE)
- each patient provides written consent to vaccination
- vaccination details in respect of each patient are entered immediately to the national system to provide full visibility that the patient has been vaccinated with the Influenza vaccine including the relevant batch number used
- each patient will be given a completed vaccination record card (supplied with each vaccine batch)
- unused/damaged vaccines (in the original packaging) must be returned to the HSE Cold Chain Delivery Service.

HSE supplied vaccine should only be used for the 2011/2012 Influenza cohort agreed for vaccination in the pharmacy setting i.e. those aged 65 years and over.

Returns

The vaccination returns process will be the same for all persons aged 65 years and over including those who do not hold a Medical Card, GP Visit Card or Health (Amendment) Act, 1996 Card.

The HSE is required to record the details of **all** vaccinations provided to **all** patients. This includes where the patient, including those in the at risk group, does not have GMS eligibility, and the Community Pharmacy Contractor shall ensure that appropriate data protection arrangements are put in place with such patients. The Community Pharmacy Contractor shall therefore provide details of **all** vaccines administered by him/her in the format prescribed below.

Remuneration

All claims for the administration of the vaccine by Community Pharmacy Contractors must be submitted to the Primary Care Reimbursement Service (PCRS) electronically in the prescribed format.

The basic payment arrangements are similar to those which apply for dispensing services. Details of the service are provided to PCRS. These are recorded and processed in the monthly payment with a statement issued providing the details of the fee amounts paid.

IT Support

A Web Browser-based data capture facility will be available to you. Pharmacists participating as a vaccination service provider and who already have a PCRS security certificate installed, i.e. for the purpose of electronic claim submission monthly, will automatically be configured for access to the new facility.

Other detailed information is provided in the attached pages in the form of frequently asked questions (FAQs). These FAQs will be available to download from the online system meaning that the latest information can always be readily available.

Subject to a successful rollout and operation in the current season, it is envisaged that Pharmacists' participation may be extended to other patient groups in future years.

Pharmacists who have already responded to the HSE request for Expressions of Interest will have confirmed the following and I will arrange to enable access to the system to allow you submit returns under the Programme.

1. The Pharmacist(s) administering the vaccine have completed the requisite programmes of education and training as approved or recognised by the PSI prior to providing the vaccination service.
2. The premises where the vaccination service will be provided is considered satisfactory for the purpose by the PSI.
3. The Pharmacy Contractor holds professional indemnity cover to encompass this extended service as agreed with the Pharmacy Contractors' Committee.

If you intend to participate in the 2011/2012 Seasonal Influenza Vaccination Campaign please complete and return the HSE National Cold Chain Service Vaccine Delivery Customer set up form included in this documentation to the PCRS at your earliest convenience.

For the purposes of clarification it is anticipated that the legislative change will enable Pharmacists to administer the influenza vaccine to all suitable patients in the population. The administration of the influenza vaccine to patients under 65 years of age forms no part of the contractual arrangements between the pharmacist and the HSE, as set out in this circular. The Community Pharmacy Contractor will be required under the regulations to notify both the patients' General Practitioner and the HSE of all vaccines administered. HSE supplied vaccine must only be used for those patients aged 65 years and over.

We look forward to working with you on this new service development for Pharmacy Practice.

Yours faithfully,

A handwritten signature in black ink, appearing to be 'Patrick Burke', with a long horizontal line extending to the right.

Patrick Burke
Primary Care Reimbursement Service

Frequently Asked Questions

Q1. How do I get access to the PCRS system to provide the details of vaccination services which I want to provide?

Simply go to the Online Services Page at www.pcrs.ie and to the section entitled “Services for Pharmacies 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 “Favorite” in your Internet Browser.

Q2. 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, which is important from a clinical perspective. It also provides confirmation that PCRS has validated the proposed service from a reimbursement point of view.

Q3. Where can I get training on the PCRS computer system?

The online system has on screen assistance and validation to help if you forget to enter something. The Browser System 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.

Q4. What details do I need to provide?

You need to provide details of uptake for HSE Population Health 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,

Details	Source
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,

Details	Source
Medical risk code,	Drop down selection list

Q5. What details do I have to capture in respect of the patient?

Enter the patient's Personal Public Service Number (PPSN).

If the PPSN exists and the patient has a valid Medical Card / GP Visit Card/ Health (Amendment) Act, 1996 Card associated with this PPSN 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.

If the PPSN 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 PPSN is found then the vaccination details submitted to PCRS is 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 PPSN is found, then the patient details should be recorded. The vaccination details submitted to PCRS are simply a record in this case also.

Q6. What other details do I have to capture in respect of the patient?

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

Q7. I get paid for vaccinating a Medical Card holder. Why do I need to record vaccinations provided to Non-Medical Card holders?

Since the HSE provides the vaccine for those aged 65 and over and may be required to look back it is necessary 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.

Q8. I submit my monthly reimbursement claims from the "master" dispensary system. Can I use the Pharmacy Application Suite / Vaccination Capture system from a different computer?

Yes but you must get a further security certificate. Simply download and submit a Security Certificate Requisition Form to PCRS to get an additional certificate so that you can use another computer. These forms are also available to download from Online Services at www.pcrs.ie.

Q9. I don't want to use the online system. How do I 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 vaccinations services only and there are no changes to the arrangements for claims submission under the State Drug Schemes which will continue uninterrupted.

Q10. What happens if the PCRS system is down or my connection to the internet is not available?

The PCRS system is available almost all of the time 24 hours per day. 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 system unavailability for any reason. Simply complete the form and enter the details later when the system 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 system 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 online system.

Q11. Is a patient in the target population with a GP Visit Card entitled to free vaccination?

Yes. Patients who are aged 65 and over with a Medical Card, GP Visit Card or Health (Amendment) Act, 1996 Card are entitled to free vaccination.

Q12. Why am I unable to provide vaccinations to Medical Card / GP Visit Card / Health (Amendment) Act, 1996 Card patients under 65 years under the HSE Seasonal Influenza Vaccination Programme?

The agreement with Community Pharmacists for the 2011/2012 Seasonal Influenza Vaccination Campaign is for Pharmacists to provide vaccinations to persons aged 65 and over. Subject to a successful rollout and operation in the current season it is envisaged that Pharmacists' participation may be extended to other patient groups in future years.

Q13. How and from where do I order the vaccine under the HSE Seasonal Influenza Vaccination Programme?

The attached form needs to be completed and returned to Kate Mulvenna at the Primary Care Reimbursement Service, Exit 5, M50, North Rd., Finglas, Dublin 11 by those Community Pharmacy Contractors wishing to participate in the 2011/2012 Seasonal Influenza Vaccination Campaign. Once the form is received and the information validated the pharmacy will be set up as a delivery location with a National Cold Chain Account.

Q14. What is the supply process for influenza vaccines?

An initial supply of influenza vaccine will be supplied as quickly as possible (but in any case within two weeks of the pharmacy being setup as a delivery location with the National Cold Chain Delivery Service).

Q15. What are the contact details for the HSE National Cold Chain Delivery Service?

Fax: 01- 4637788

E-mail vaccines@udd.ie

Phone: 01- 4637770

Q16. Where can I find my Cold Chain Account Number?

This number will be available on the packaging in which the influenza vaccine will be supplied from the HSE National Cold Chain Delivery Service and will also appear on any order fax confirmations received from United Drug.

Q17. What happens if I need to order more vaccines?

Please fax or e-mail requirements to the contact details as above.

Vaccine Delivery Customer Set up Form

<p>Please complete in block capitals and return to: Ms. Kate Mulvenna, Pharmacy Function Unit, PCRS, Exit 5, M50, North Road, Finglas, Dublin 11. Fax: 01 - 8343589 Phone: 01 - 8647100 Email: pharmacy.response@hse.ie</p>	<p>For office use only:</p>
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Delivery Information

Pharmacy Name _____
 Address Line 1: _____
 Address Line 2: _____
 Address Line 3: _____
 Address Line 4: _____
 County: _____
 Phone Number: _____ Fax Number: _____
 Contact Name: _____
 E-mail Address: _____

Contractor Name: _____

PHARMACY PSI Registration Number: _____

PHARMACY GMS Number: _____

HSE Region: _____ HSE Local Health Office: _____

Supervising Pharmacist Name: _____

Supervising Pharmacist Reg No: _____

Opening Hours

Monday:	
Tuesday:	
Wednesday:	
Thursday:	
Friday:	
Saturday:	
Sunday:	

Number of vaccinating Pharmacists at this location

Please list:

No.	Pharmacist's Forename(s) (please supply forenames as stated on PSI registration)	Pharmacist's Surname (please supply surnames as stated on PSI registration)	PHARMACIST PSI Registration Number
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

I can confirm the following:

1. The Pharmacists administering the vaccine at this registered pharmacy premises have completed the requisite programmes of education and training as approved or recognised 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.

Signed: _____

Date: / /

Supervising Pharmacist & Professional Reg No.

GMS Pharmacy Stamp:

Please Post to the PCRS or Fax to 01 - 834 3589 after the issue of final guidance by the PSI on vaccination services.