



## **Primary Care Reimbursement Service (PCRS)**

### **Information Requests**

**Date Updated: 10.09.2021**

## **Introduction**

PCRS collects a large volume of data in relation to reimbursements arising from claims in respect of medical card usage and national primary care schemes. Data is processed in accordance with GDPR regulations.

## **Access to information**

Access to summary statistical data is made available through the HSE PCRS website & the eHealth Open Data portal. Requests for information in respect of data held by PCRS which is not publically available can be made to PCRS using the form provided on the PCRS Publications website.

## **Acknowledgements**

An acknowledgement will be sent to the requester by e-mail within 10 days of a request being received and any necessary clarifications sought. While every effort will be made to adhere to the requester's timeframe for response, this is not guaranteed. Priority will be given to requests from government, the Department of Health and the HSE. Depending on the resources required to extract the information sought, if it is not possible to allocate the resources required to provide a response within the timeframe requested, PCRS will reengage with the requester to close out the request or set a new timeframe for response.

## **Guidelines for requesters**

Sufficient particulars should be supplied to enable a record to be identified if it already exists. Where records have to be created, a draft template of how the final report might appear would be helpful to submit with the request. Supplying definition of terms used and clear parameters will help to avoid any confusion.

Please note that high level summary data is more readily accessible and that requests for granular level data, particularly if the information could identify an individual, may not be releasable due to GDPR regulations, even where pseudoanonymisation is applied to the data. Claim data, which has been received by PCRS from Community Pharmacists, GPs, Dentists and Opticians only includes items reimbursed by PCRS. Data in relation to clinical diagnosis is not available.

All correspondence with PCRS is subject to FOI. To protect information from going to the wrong person, the information requested will normally be sent by encrypted email.