

1. **Question:** Where can I find the Operational Guide for Vaccination in General Practice?
Answer: <https://www.hse.ie/eng/about/who/gmscontracts/2019agreement/operational-guidance-for-vaccination-in-general-practice---people-aged-70-and-older.pdf>
2. **Question:** Where can I find details of what batch expiry date to record?
Answer: *See Page 12 of the Operational Guide (above).*
3. **Question:** What can I find more information on Consent?
Answer: *See Page 11 of the Operational Guide (above).*
Consent for Vaccination for Covid-19: Guiding Principles at:
<https://www.hse.ie/eng/services/news/newsfeatures/covid-19-nursing-home-resources/consent-for-vaccination-for-covid-19.pdf>
4. **Question:** Can I send a test electronic Vaccination?
Answer: **NO. You should NOT send any test electronic vaccinations or vaccinations not given by a Vaccinator in your practice. They should all be bona fide vaccinations for the individual selected. An electronic payment claim is also submitted with the vaccination.**
5. **Question:** What Certs do I need on my pc?
Answer: You will need a Healthlink Certificate in order to send the electronic submission. The responsible doctors' medical council number will be sent in the message. This doctor must be registered with your Healthlink Practice Cert. Contact Healthlink to register new doctors on your Practice Healthlink Cert.
6. **Question:** As a Nurse, do I need my Bord Altranais Number?
Answer: Yes, you should ensure your Bord Altranais Number is entered in My Control Panel > My Profile.
7. **Question:** Do I need the patients PPSN?
Answer: Yes, you need the patients PPSN in order to get paid for the vaccination. Request patients PPSN at time of making their appointment.
8. **Question:** Does Socrates PCRS Importer bring in GMS / DVC Patients PPSN's?
Answer: Yes, if you are not already using the PCRS Importer please read the '**PCRS Quick Guide**' available in the Help Section in Socrates or ask Support for details.
9. **Question:** How do we check for all PCERS responses for our electronic Immunisations?
Answer: Open My Control Panel > Claim Tracking. Click the Electronic Claim checkbox and filter the Claim Status dropdown list to view claims under each status.
10. **Question:** I cannot find all my PCRS rejected claims?
Answer: Click the Electronic Claim checkbox and change the 'From Date' back to date you started sending electronic claims e.g. Feb 2021
11. **Question:** Where can I add other details e.g. for Pfizer where do I add Saline solution diluent batch and expiry date or Use by date/time?
Answer: Record any additional information in Comment field on Administer Shot window.
12. **Question:** Is there Vaccine Stock Control in Socrates?
Answer: Yes, you should enter all batch details in My Control Panel > Admin Console > Immunisations. See '**Covid Vaccine Quick Guide**'
13. **Question:** Where can I find more information regarding Covid Vaccinations?
Answer: <https://www.hse.ie/eng/health/immunisation/hcpinfo/covid19vaccineinfo4hps/>