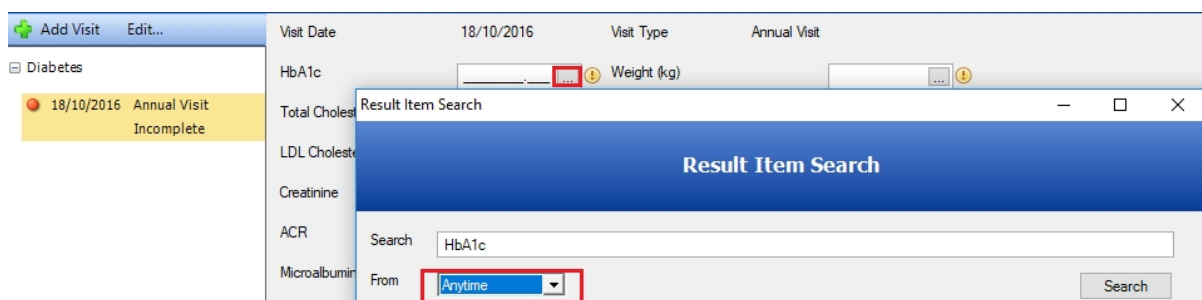


1. **Question:** What Certs do I need on my pc?
Answer: You will need a PCRS Certificate and a Healthlink Certificate.
2. **Question:** My PCRS Certificate is not showing up but I have it imported into Firefox.
Answer: Back up the Cert in Firefox (Tools > Options > Advanced) and import it into IE.
3. **Question:** Can I submit returns for more than 1 doctor?
Answer: Login to Doctor Application Suite on PCRS website, click Transition, select Contact Links > Request link & search for doctor. Get the doctor to login as explained and accept this request. You should only have 1 cert for multiple doctors. **Contact PCRS if any queries.**
4. **Question:** Can I add in older visits to the Cycle of Care Protocol?
Answer: You can add visits for up to 12 months ago in the Cycle of Care Protocol. To add in visits prior to this date:
 - Add a Socrates Cycle of Care Investigation (Unmodified) to the patients chart for the each of the prior dates **BEFORE you add any visits to the Cycle of Care Protocol.**
 - **Complete each investigation.**
 - Go back into the Cycle of Care Protocol and click IMPORT.
5. **Question:** When I click Import not all my investigations are shown in the list?
Answer: Only investigations that are In Review or Completed are imported. Go back to Investigations and change the status, then click Import again.
6. **Question:** I cannot submit all my diabetic imported visits.
Answer: Only 1 annual visit and 1 follow up visit can be submitted per year. The follow up visit cannot be within 4 months of the annual visit. Visits recorded outside of these timelines are added as Additional Visits and cannot be submitted.
7. **Question:** The Import button is not available in the Cycle of Care
Answer: The Import button will only be displayed if there are **unmodified** Socrates Diabetes &/Or Asthma Investigations that are in review or completed in the patients chart.
8. **Question:** BMI is not calculating in the Cycle of Care Visit.
Answer: Make sure the Height and Weight are valid measurements.
9. **Question:** Tests e.g. HbA1C are not showing up but they are in the patients chart.
Answer: Click the ellipsis button beside the Test and select Anytime from the dropdown list. Select the result nearest the Exam date. Test results should be within 6 months of the Exam date. Change the Search Criteria field to expand the search e.g. 'Hb' as the lab may have the test named differently.



10. **Question:** Which Diabetic patients are included?

Answer: Only diabetic Type II (Coded as ICD Code E10 or ICPC Code T90) GMS or DV patients over 18 should be registered for the Cycle of Care.

11. **Question:** Where do I go on the PCRS website to register a patient for the Cycle of Care?

Answer: Login and select Doctor Suite, then select Panel Management and Health Check. **Ensure you select the correct date for Registration and not the default of today's date.**

12. **Question:** When I submit the claim I get an error advising no PCRS registration date.

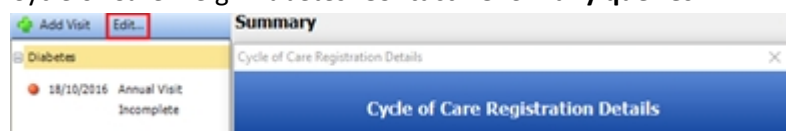
Answer: Please check the visit date is **after** the PCRS Registration date.

13. **Question:** PCRS Registration Date is not populating.

Answer: Check have you a valid PCRS Certificate on your machine. Check the PCRS website directly and verify patient has been registered. If registering the patient, confirm you are added the correct registration date as Visits will only be accepted after the Registration date.

14. **Question:** Can I add a visit if the PCRS website is down? [404 error]

Answer: Yes, enter the PCRS registration date manually (details on PCRS website). Save the visit details to send later. Before submission you can **recheck** the date by clicking Edit on the Cycle of Care – e.g. Diabetes. **Contact PCRS if any queries.**



15. **Question:** Where can I find the incomplete, unsent submissions?

Answer: Open My Control Panel > Claim Tracker > Cycle of Care

16. **Question:** Lab cannot calculate LDL Cholesterol and this field is mandatory.

Answer: Contact the Lab and see can they perform a direct LDL measurement rather than a calculation. Please see the FAQ below from Quest

Diagnostics: <https://education.questdiagnostics.com/faq/FAQ164>

17. **Question:** Is the data that is being transferred anonymous or is it patient identifiable?

Answer: The data sent is split into two parts.

A) A clinical message which goes via Healthlink to a HSE data repository. This data is pseudo anonymised.

B) A reimbursement message which goes via healthlink to the PCRS. This contains patient identifiable data so the PCRS can link back to the GMS patient & confirm their GMS Validity & Registration on the Cycle of Care. **For further information please contact the ICGP or consult the GPIT guidelines in relation to GDPR.**

(https://www.icgp.ie/go/in_the_practice/information_technology)