FREQUENTLY ASKED QUESTIONS

1. **What version of Health One do I need in order to use the new COVID functionality?**

You need to be using Version 8.8.0.2754 or above in order to have access to the new functionality

2. **What do I need from the patient before I start?**

Please ensure the patient has their PPSN number with them, and a mobile number or an email address for tracking purposes.

3. **What do I need before I start administering Vaccines?**

You will need a Health Link Certificate on the machine you are submitting from, you need a record of your PCRS Contract Number because it will submit with this number.

4. **Can I submit some test Vaccines beforehand?**

No, please DO NOT submit any test Vaccines, only submit Vaccines you have administered.

5. **How do I update my system so I am on the latest version?**

Open Health One, go to the Help, and Web Update and Health One will automatically update you to the latest version available.

6. **Can I be on the latest version while someone else in the practice remains on an earlier version?**

No, please make sure when you update one computer in the practice, you update all the rest as this will cause issues if there are some users on different versions of the system

7. **Do I need to add the vaccines and batch numbers to my system when I receive them in my practice?**

We have automatically configured your system so the Pfizer, AstraZeneca and Moderna are added when you go to administer the COVID Vaccine. You will need to add your batch numbers, expiry dates and quantities to Health One.

8. **Why is my name in the claiming GP's field when I log in and I am a nurse?**

This field will automatically populate with the logged in users name. You can change this by choosing another user from the drop down menu.

9. **Do I need to have the patient's email and phone number?**

You will need one or the other, you must have either the patient's email OR telephone number.

10. **Can I, the Vaccinator, submit for payment on behalf of the doctor?**

Yes you can, you will need to change the name on the drop down list to ensure the claiming GP's name is populated in the drop down field under claiming GP and your name is populated under the 'vaccinator' drop down.

11.   Can I print the patient consent form from Health One

Yes you can, there is a print option that will allow you to print the consent form and get the patient to sign it.

12.   Do I still need to complete and STC Form for the COVID Vaccine?

No, there is no need to complete and STC Form going forward for COVID Vaccine's as when you press the 'submit' button you will be submitting the information to the HSE and the PCRS for payment.

13.   Is there an easy way for me to find the patients who are eligible for a Vaccine?

Yes, we have uploaded a number of different COVID Analysis to your Database Analysis under 'Health One Analysis'.

14.   How can I track my payments?

There is a Dashboard in Health One that will allow you to track your payments in the same way you track your Chronic Disease Management Payments.