

## General Practice – Contact Details

Support teams available within business hours unless otherwise stated.

Query	Service	Telephone	Email	Commentary
Vaccine ordering & delivery issues	National Cold Chain Service (NCCS)	01 463 7770	<a href="mailto:vaccines@udd.ie">vaccines@udd.ie</a>	Any queries relating to quantity/allocation should be raised through the email address
Relating to order / delivery of vaccine consumables	Consumables Support	081 800 8811	<a href="mailto:vaccine.support@jmc.ie">vaccine.support@jmc.ie</a>	Must be emailed from a non Healthmail account
Clinical queries, any relating to cold chain maintenance or breakdown	National Immunisation Office (NIO)		<a href="mailto:immunisation@hse.ie">immunisation@hse.ie</a>	
Data quality errors support	HSE Data Quality Team	01 240 8786		
Payment queries / claims regarding any vaccines	HSE Primary Care Reimbursement Service (PCRS)	01 864 7100	<a href="mailto:Pcrs.doctorsqueries@hse.ie">Pcrs.doctorsqueries@hse.ie</a>	Reimbursement of vaccinations only
General queries / information & relationship management	Relationship Management	081 800 8811	<a href="mailto:gpvaccines@vision.com">gpvaccines@vision.com</a>	
Healthmail issues	Healthmail Support	061 203 779	<a href="mailto:ictsupport@three.ie">ictsupport@three.ie</a>	Any queries relating to your Healthmail account including the secondary email address attached to your account
GP liaison team	HSE GP Liaison	1800 807 113		Monday to Friday 9am to 5pm
Antigen kit ordering portal	HSE Portal		<a href="https://hseppe.powerappsportals.com/signin">https://hseppe.powerappsportals.com/signin</a>	
For contract queries	National Contracts Office	044 939 5519	<a href="mailto:natcontractsoffice@hse.ie">natcontractsoffice@hse.ie</a>	
Vaccines outside cold chain parameters	National Immunisation Office (NIO)		<a href="mailto:pharmacynio@hse.ie">pharmacynio@hse.ie</a>	If vaccines are exposed to temperatures outside parameters, please contact a National Immunisation Office pharmacist immediately
Contact HSE	HSELive	1800 700 700	You cannot contact HSE Live by email. See <a href="#">HSELive</a>	Monday to Friday, 8am to 8pm, Saturday, 9am to 5pm

## General Practice – Contact Details

### GP Vendors & GPVax - Support Contact Details

Technical Support			
Support Team	Telephone	Email	Operating Hours
Socrates	071 919 3600	<a href="mailto:support@clanwilliamhealth.com">support@clanwilliamhealth.com</a>	Monday to Friday 8am to 5:30pm
Helix Practice Manager	01 463 3098	<a href="mailto:gpsupport@clanwilliamhealth.com">gpsupport@clanwilliamhealth.com</a>	Monday to Friday 8am to 5:30pm
HEALTH one	01 463 3098	<a href="mailto:gpsupport@clanwilliamhealth.com">gpsupport@clanwilliamhealth.com</a>	Monday to Friday 8am to 5:30pm
CompleteGP	01 524 0830	<a href="mailto:support@completegp.ie">support@completegp.ie</a>	Monday to Friday 9am to 5pm
GPVax - A2I HIDS support team Note: Contact from your Practice Healthmail account for any technical queries, usability or system issues	01 778 4998	Healthmail contact: <a href="mailto:a2ihids.support@healthmail.ie">a2ihids.support@healthmail.ie</a>  Email contact: <a href="mailto:a2ihids.support@hse.ie">a2ihids.support@hse.ie</a>	Monday to Friday 9am to 5pm