

Pharmacy – 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	vaccines@udd.ie	Any queries relating to quantity/allocation should be raised through the email address
Relating to order / delivery of vaccine consumables	Consumables Support	081 800 88 11	vaccine.support@jmc.ie	Must be emailed from a non Healthmail account
Clinical queries, any relating to cold chain maintenance or breakdown	National Immunisation Office (NIO)		immunisation@hse.ie	
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	PCRS.PPUQueries@hse.ie	Reimbursement of vaccinations only
General queries / information & relationship management	Relationship Management	081 800 8811	pharmacyvaccines@vision.com	
PharmaVax, any technical queries, usability or system issues	PharmaVax Support	01 7784998	Healthmail contact: a2ihids.support@healthmail.ie Email contact: a2ihids.support@hse.ie	Monday to Saturday 9am to 5pm
Healthmail issues	Healthmail Support	061 203 779	ictsupport@three.ie	Any queries relating to your Healthmail account including the secondary email address attached to your account
Vaccines outside cold chain parameters	National Immunisation Office (NIO)		pharmacynio@hse.ie	If vaccines are exposed to temperatures outside parameters, please contact a National Immunisation Office pharmacist immediately
For contract queries	National Contracts Office	044 9395519	natcontractsoffice@hse.ie	
Contact HSE	HSELive	1800 700 700	You cannot contact HSE Live by email See HSELive	Monday to Friday, 8am to 8pm, Saturday, 9am to 5pm