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Vaccination Programme FAQs

Update on COVID-19 Vaccination Programme

The Autumn/Winter Vaccination Programme for seasonal influenza and COVID-19 is due to commence at the beginning of October 2026.

COVID-19 and flu vaccine records

The HSE Health App displays COVID-19 and flu vaccination records for those age 18 and over.

COVID-19 vaccination certificates are no longer issued. Contact HSE Live on 1800 700 700 with queries.

Guidance on vaccination

According to NIAC Recommendations for COVID-19 vaccination, although there is no established SARS-CoV-2 seasonality, for operational reasons, autumn and spring continue to be the preferred time for COVID-19 vaccination campaigns. Vaccines should also be available outside of defined seasonal campaigns where clinically indicated including but not limited to pregnancy, previously unvaccinated, or new period of immunosuppression.

A COVID-19 vaccine is recommended in each pregnancy for:

- pregnant adolescents and adults with immunocompromised.
- pregnant adolescents and adults with medical conditions associated with a higher risk of COVID-19 hospitalisation, severe disease or death.
- pregnant adolescents and adults who chose to receive a vaccine following discussion with a healthcare provider.

Alternative to an mRNA vaccine

When an alternative to an mRNA COVID-19 vaccine is required, contact HSE Live on 1800 700 700 to request an alternative vaccine type, which may be available through HSE channels.

COVID-19 vaccination Guidance and Clinical Information

For information on COVID-19 vaccination Guidance and Clinical Information see National Immunisation Office.

Refer to NIAC Immunisation Guidelines for further information.

How do I look up patient's vaccination record?

A 'Vaccination History Search' facility is available to health professionals, via the HSE's 'Health Provider Portal'. This allows the health professional to look up the patient's national vaccination record, and check eligibility in advance of vaccination, it has details of COVID-19 vaccinations that they have received.

For further information or to enquire about access to the HSE Vaccination History Search Application contact the Support team at HPPVacSupport@healthmail.ie from your Healthmail, or HPPVacSupport@hse.ie from a non-Healthmail account.

Home Visits

Where can I register a patient who requires a home visit for vaccination?

See **Referral pathway for Housebound patients**

Updated email addresses for housebound referrals

Area	New Email Address	Counties
Dublin & South East	housebound.dse@hse.ie	Dublin South East, Dun Laoghaire, Wicklow, Wexford, Carlow, Kilkenny, Waterford and South Tipperary
Dublin & North East	housebound.dublinnorth@hse.ie	Dublin North Central, North West Dublin and North Dublin
	housebound.cavanmonaghan@hse.ie	Cavan and Monaghan
	housebound.louthmeath@hse.ie	Louth and Meath
Dublin & Midlands	housebound.dublinmidlands@hse.ie	Dublin South City/South West/West, Kildare, West Wicklow, Laois, Offaly, Longford & Westmeath
Mid West	housebound.midwest@hse.ie	Limerick, Clare, and North Tipperary
South West	housebound.SouthWest@hse.ie	Cork and Kerry
West & North West	housebound.west@hse.ie	Galway, Roscommon and Mayo
	housebound.northwest@hse.ie	Sligo, Leitrim and Donegal

If there is an error with the use-by-date on vaccines, who do I link with to report?

Contact NIO immunisation@hse.ie.

Who do I contact for any clinical queries?

If you have any clinical immunisation query, please email immunisation@hse.ie.

How to join the Vaccination Programme for COVID-19 and Influenza

What do Pharmacies need to join the Vaccination Programme?

To take part in the Vaccination Programme, Pharmacies will require:

- A Community Pharmacy contract with PCRS
- A National Cold Chain account
- Registered to use HSE PharmaVax

Note: Allow 1-2 working days from when account set-up sent to United Drug, for account activation from NCCS

What do GPs need to join the Vaccination Programme?

To take part in the Vaccination Programme, GPs will require:

- A PCRS contract
- A National Cold Chain account
- Registered to use a recognised GP Practice Management System (Socrates, HealthOne, Helix, Complete GP) or GPVax to record vaccine administration records.

Note: Allow 1-2 working days from when account set-up sent to United Drug, for account activation from NCCS.

Pharmacy listing on HSE Website

How do I add/update my details to the Pharmacy Finder?

Follow guidance on Pharmacy service listing request.

Information resources for COVID-19 and Influenza vaccination programmes

Information resources for COVID-19 and influenza vaccination programmes will be based on orders and will be delivered with the vaccines. This includes Record Cards and Patient Information Leaflets (PIL) and a small quantity of Booklets. COVID-19 PIL and record card must be given to those who receive a COVID-19 vaccination.

LAIV Resources

LAIV Resources and Toolkit will be available for the 2026/2027 programme from the National Immunisation Office.

LAIV school packs (Consent form, LAIV leaflet, Factsheet and return envelope for schools) are available to order for GPs and Pharmacies participating in LAIV Schools Programme from healthpromotion.ie.

Training Queries

Is there training available?

You will find training programmes developed by NIO by logging into your account on hseland.ie, selecting courses, then selecting clinical skills, and finally selecting National Immunisation Office.

Training modules for pharmacists in the provision of influenza are also available at www.iiop.ie

Management of Consumables

How do I order Clinical Packs?

COVID-19 clinical packs can only be ordered with COVID-19 Vaccines on the NCCS Online Ordering system.
On the NCCS Online ordering page, a tick box is available to orders packs if required.

- When ordering COVID-19 vaccine tick the “YES” box to receive packs in line with your order volume.
- If sufficient packs are available in your site tick the “NO” box and none will be received.

For queries relating to clinical pack deliveries, or to order additional items contact:
Email: vaccine.support@jmc.ie or contact the Vaccine Support Team on: **0818 008 811**

Note: Emails must be sent from a non-Healthmail account.

Who do I contact to arrange for sharp bins to be collected?

Arrange with Stericycle for sharp bins to be collected/delivered.
Contact: **1800 937 628** or serviceireland@stericycle.com or stericycle.ie
See Guidance Note 1 for further details.

Management of Stock (Expired and Unused Vaccines)

What is the process for collection of expired vaccines in Primary Care?
Please contact United Drug Customer Service on **01 463 7770** or vaccines@udd.ie

Note: Emails to vaccines@udd.ie must be sent from a non-Healthmail account.

Any expired vaccine stock should be returned to NCCS using the normal process, see **National Immunisation Office.**

Data Quality/Data Correction

Can I correct an error in a vaccination record?

While it is essential that all vaccines given are recorded accurately and promptly, GP Practice Management Systems and the HSE GPVax and PharmaVax systems enable vaccination corrections functionality. If you have made a mistake recording a vaccination dose, you can go into an existing vaccination record, update it and re-submit it.

The facility for data corrections has been updated and with effect from 1st September 2026, corrections will be limited to records created from 1st January of that year.

If you require further information please contact your GP PMS, GPVax/PharmaVax Technical Support team.

Reporting errors in vaccination records

For data quality errors and queries where client vaccination records show client vaccination though client reports no vaccination received, contact the HSE Data Quality Team 01 240 8786

In order to clarify and address any data issues, the National Immunisation Office (NIO) work with HSE Live to seek clarification. This will mean that vaccinators may receive a phone call from HSE Live to clarify data items. HSE Live is part of the HSE and the team work closely with the NIO and contracting office to seek clarification to resolve data quality issues.

Payment Queries

Who do I contact as a GP with queries in relation to payments and PCRS?
Please contact PCRS on **01 864 7100** or email Pcrs.doctorsqueries@hse.ie

Who do I contact as a Pharmacist with queries in relation to payments and PCRS?
Please contact PCRS on **01 864 7100** or email PCRS.PPUQueries@hse.ie