

You must have a healthlink enabled and a healthlink certificate on your machine in order to send an e-Cert. Please contact Healthlink directly if you require a cert. <http://www.healthlink.ie/>. Please see the list below for common rejection messages and who you should contact if any queries.

	Rejection Message	Action
1	Invalid PPSN Value 999999i	Update PPSN character to uppercase and resubmit the message.
2	No Record found with Matching PPSN and DOB	Clarify and confirm PPSN and DOB details with patient. If rejection message persists the patient to contact DEASP.
3	No Medical Certifier found for Panel Number	Call MRAS Helpdesk 01-6732350.
4	No matching ICD10 Code found	Contact Socrates Helpdesk.
5	Message ID already received	Contact Socrates Helpdesk.
6	Claim already exists for PPSN with supplied claim dates	Duplicate claim received for patient with this PPSN and certification from and to dates.
7	<b>Invalid Panel Number</b>	<b>Please add the correct Panel Number. This can be found at the bottom of any paper cert, on all statements and correspondence issued to you from the Department. <u>This number is only 4 or 5 digits with no leading Zero.</u></b>

### 1. Add Departmental Panel No

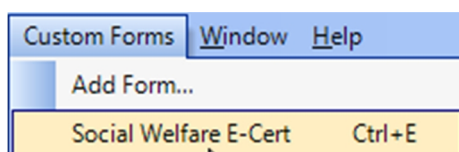
Each GP in the practice **must** enter their correct **Departmental Panel Number** in the new field [DEASP Number] added to Control Panel > My Profile. **This can be found at the bottom of any paper cert, on all statements and correspondence issued to you from the Department. This number is only 4 or 5 digits with no leading Zero.**

Once this number has been added the GP will then appear on the **Registered Panel Holder** dropdown list on the E-Cert Form.

My Profile			
Details	First Name: Paul	Email:	
Consent	Last Name: Johnson	Mobile No:	
	Address1: Socrateshealthcare	GMS No:	
	Address2: Unit 9/10 Beulah Building	Heartwatch No:	1000667545
	Address3: Finisklin	MedCouncil No:	012121
	Address4: Sligo	Bord Altranais No.:	
	User Type: Doctor	DEASP Number:	51515
	Telephone No: 0719193600		
	Fax No:		

### 2. Social Welfare E-Cert Form

In the patients' chart begin or edit a consultation and select Custom Forms > **Social Welfare E-Cert** (Ctrl + E) or



select **Social Welfare E-Cert** from Available Forms in Documents > Forms.

Available Forms
Arthritis Referral Form
Certificate of Incapacity For Wor
Cervical Cytology Form
Patient Details Custom Form
Pneumococcal Vaccine Claim
Pneumococcal/Influenza Claim
Public Health Advised Vaccinati
<b>Social Welfare E-Cert</b>

### 3. Patient Consent

The first time you add this form for a patient, you will have to confirm that you have received the patients consent to submit e-Certs.

Patient Consent Requested ✕

Patient Consent Requested	
Consent	Type
<input checked="" type="checkbox"/>	Social Welfare E-Cert To Submit an Electronic Social Welfare Cert, the patients consent is required

### 4. Form Details

The Form header displays the patient name and the date of the last E-Cert form submitted for the patient. Click the dropdown arrow to show the last 5 social welfare E-Certs for the patient. [Unsent referrals can be resubmitted or archived from My Control Panel > Claim Tracker.]

Social Welfare E-Cert - Bloggs, Joe - □ ✕ | Alc Wst

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**Social Welfare E-Cert**

Bloggs, Joe10 Last Form: 21/08/2019 14:11 ▾

<p>Template: <input type="text" value="A4 Cert"/></p> <p>Certificate Type: <input type="text" value="MED 1"/></p> <p>Patient PPSN: <input type="text" value="9484454W"/></p> <p>Registered Panel Holder: <input type="text" value="Paul Johnson"/></p> <p>Med Council Doctor: <input type="text" value="Paul Johnson"/></p>	<table border="1"> <thead> <tr> <th colspan="3">Recent Forms</th> </tr> <tr> <th>Date</th> <th>Form</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>21/08/2019</td> <td>Social Welfare E-Cert</td> <td>Unsent MED 1 - 21/08/2019 to 03/09/2019</td> </tr> <tr> <td>15/08/2019</td> <td>Social Welfare E-Cert</td> <td>Received MED 1 - 15/08/2019 to 21/08/2019</td> </tr> <tr> <td>15/08/2019</td> <td>Social Welfare E-Cert</td> <td>Rejected MED 2 - 15/08/2019 to 11/09/2019</td> </tr> <tr> <td>15/08/2019</td> <td>Social Welfare E-Cert</td> <td>Rejected MED 1 - 15/08/2019 to 21/08/2019</td> </tr> <tr> <td>20/06/2019</td> <td>Social Welfare E-Cert</td> <td>Rejected MED 1 - 20/06/2019 to 26/06/2019</td> </tr> </tbody> </table>	Recent Forms			Date	Form	Details	21/08/2019	Social Welfare E-Cert	Unsent MED 1 - 21/08/2019 to 03/09/2019	15/08/2019	Social Welfare E-Cert	Received MED 1 - 15/08/2019 to 21/08/2019	15/08/2019	Social Welfare E-Cert	Rejected MED 2 - 15/08/2019 to 11/09/2019	15/08/2019	Social Welfare E-Cert	Rejected MED 1 - 15/08/2019 to 21/08/2019	20/06/2019	Social Welfare E-Cert	Rejected MED 1 - 20/06/2019 to 26/06/2019
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Select the Certificate Type from the **Certificate Type** dropdown list to load the Med 1 (default option) or Med 2 form.

Social Welfare E-Cert - Smith, Jim

**Social Welfare E-Cert**

Smith, Jim

Template: A4 Cert

Certificate Type: MED 1 (dropdown menu open showing MED 1 and MED 2)

Patient PPSN:

Complete the patients PPSN if this is not auto populated from their chart. If the PPSN is added to the form it will be saved in the patient registration. Ensure the PPSN character is in **UPPERCASE**.

The departmental panel number of the doctor selected from the **Registered Panel Holder** dropdown list will be submitted with the e-Cert and the medical council number of the doctor selected from the **Med Council Doctor** dropdown will be submitted with the e-Cert.

Social Welfare E-Cert - Smith, Jim

**Social Welfare E-Cert**

Smith, Jim

Template: A4 Cert

Certificate Type: MED 1

Patient PPSN: 6774600V

Registered Panel Holder: Paul Johnson

Med Council Doctor: Paul Johnson

### 4.1. MED 1

Enter the relevant details for the patient.


The screenshot shows a web application window titled "Social Welfare E-Cert - Smith, Jim". The main header is "Social Welfare E-Cert" and the patient name "Smith, Jim" is displayed. The form contains the following fields:

- Template: A4 Cert
- Certificate Type: MED 1
- Patient PPSN: 6774600V
- Registered Panel Holder: Paul Johnson
- Med Council Doctor: Paul Johnson
- Nature of Condition: (empty dropdown)
- Physical Effort (Optional): (empty dropdown)
- Hospitalised (Optional): (empty dropdown)
- From: 13/08/2019
- Is Final:
- For: (empty dropdown)

Below the form, there is a note: "If this is the first Social Welfare Certificate for this patient, please give the patient an IB1 application form for Illness Benefit/Injury Benefit for their completion and submission to the Department."

At the bottom left, there is a "Preview" checkbox. At the bottom right, there are "Submit" and "Cancel" buttons.

Select the dropdown list to choose one of the Patient's coded conditions from Notes or select from a common list of ICD-10 codes.

Alternatively, use the ellipsis button  to search and select an ICD-10 code from the ICD-10 database.

Complete the **Physical Effort** and **Hospitalised** dropdown lists if required for the patient.

Select the correct **From** and **To** dates for the cert. The For dropdown list will allow you to choose a custom date or to select the number of weeks that the patient will be off sick from work e.g. 2 weeks including today.

From: 13/08/2019  Is Final

For:   
 Custom Date...   
 1 week   
 2 weeks   
 3 weeks   
 4 weeks   
 5 weeks   
 6 weeks   
 7 weeks   
 8 weeks

If this is the first Social Welfare Certificate for Illness Benefit/Injury Benefit for this patient, please give the patient an IB1 application form and submission to the Department.

Click **Custom Date** to open the date picker. Select the correct date from the date picker.

From: 13/08/2019  Is Final

For: 13/08/2019

are Certificate for this patient, please give the patient an IB1 application form and submission to the Department.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Today: 13/08/2019

Check **Is Final** if this is the final e-cert for the patient.

From: 13/08/2019  Is Final

For: 1 week

Click **Submit** to send the e-Cert.

Social Welfare E-Cert - Smith, Jim

### Social Welfare E-Cert

Smith, Jim

Template	A4 Cert	
Certificate Type	MED 1	
Patient PPSN	6774600V	
Registered Panel Holder	Paul Johnson	
Med Council Doctor	Paul Johnson	
Nature of Condition	E10: Insulin-dependent diabetes mellitus	
Physical Effort (Optional)	Light	Hospitalised (Optional) No
From	13/08/2019	Is Final <input type="checkbox"/>
To	13/08/2019	

**If this is the first Social Welfare Certificate for this patient, please give the patient an IB1 application form for Illness Benefit/Injury Benefit for their completion and submission to the Department.**

Preview

### 4.2. MED 2

Complete the relevant details for the patient and click **Submit**.

Social Welfare E-Cert - Smith, Jim

**Social Welfare E-Cert**

Smith, Jim

Template	A4 Cert		
Certificate Type	MED 2		
Patient PPSN	6774600V		
Registered Panel Holder	Paul Johnson		
Med Council Doctor	Paul Johnson		
From	13/08/2019	Is Final	<input type="checkbox"/>
For	13 weeks		
	4 weeks		
	13 weeks		
	26 weeks		

Preview

Submit Cancel

### 4.3. Notes

- If this is the first Social Welfare Certificate for this patient, please give the patient an IB1 application form for Illness Benefit/Injury Benefit for their completion and submission to the Department.
- An E-Cert cannot be future dated by more than 21 days.

- An E-Cert cannot be backdated by more than 6 months in the past.

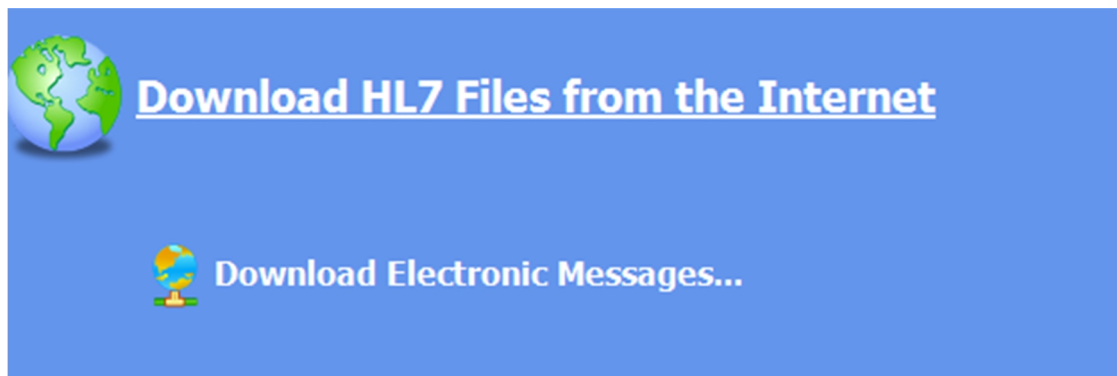
- Suggested durations will be displayed based on the ICD code and Physical Effort selected for the patient.

- Social Welfare E-Certs for patient are saved in Documents > Forms

Date	Form	Ref #	HCP	Status
22/08/2019	Social Welfare E-Cert		Paul Johnson	Rejected

### 5. Responses

E-Cert responses are downloaded from Healthlink from [Communication > Lab Messaging > Download Electronic Messages](#).

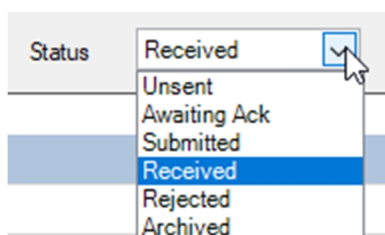


### 6. Claim Tracker

Use the Welfare E-Cert tracker to manage your e-Certs. [Control Panel > Claim Tracking > Welfare E-Cert](#). Double clicking on a row will open the consultation section for the patient selected.

Claim Tracking										
Category	From	To	Status	HCP						Print
Immunisations	26/09/2019	Bloggs, Joe	01/01/1980	6774600V	Med1	Received	Paul Johnson	ORU20190926090813012121		<input type="checkbox"/>
GMS	25/09/2019	Bloggs, Joe	01/01/1980	5316597T	Med1	Received	Paul Johnson	ORU20190925150430012121		<input type="checkbox"/>
STC	25/09/2019	Bloggs, Joe	01/01/1980	4269456I	Med1	Received	Paul Johnson	ORU20190925150132012121		<input type="checkbox"/>
Welfare E-Cert	25/09/2019	Bloggs, Joe	01/01/1980	5309766C	Med1	Received	Paul Johnson	ORU20190925145952012121		<input type="checkbox"/>
	25/09/2019	Bloggs, Joe	01/01/1980	8691880N	Med1	Received	Paul Johnson	ORU20190925145705012121		<input type="checkbox"/>
	25/09/2019	Bloggs, Joe	01/01/1980	8691880N	Med1	Received	Paul Johnson	ORU20190925145825012121		<input type="checkbox"/>

Change the Status dropdown list to view the certificates in each status.



- Unsent – not sent to Healthlink / Deasp.
- Awaiting Ack – sent to Healthlink but no acknowledgement received from Healthlink.
- Submitted – Delivered by Healthlink to DEASP.
- Received – Response from DEASP to confirm Certificate was received.
- Rejected – Rejected by DEASP.
- Archived – manually moved to archived status by user as invalid certificate.

### 6.1. Unsent

To send an **Unsent** certificate select the certificate and click **Submit**. Any invalid certificates can be archived by selecting the certificate and clicking the **Archive** button.

The screenshot shows the 'Claim Tracking' interface with the status filter set to 'Unsent'. A table lists one certificate:

Date	Patient	DOB	PPSN	Type	Status	HCP	Final
21/08/2019	Bloggs, Joe10	01/01/1980	9484454W	Med1	Unsent	Paul Johnson	<input type="checkbox"/>

At the bottom of the interface, the 'Submit' button is highlighted with a red box, and the 'Archive' button is visible on the right.

### 6.2. Rejected

Rejected certificates will display the reason for the rejection underneath the certificate or you can hover over the red icon to view the message.

This close-up shows a certificate entry for '27/05/2019 | Bloggs, Joe'. A red icon is visible on the left. A tooltip message reads: 'No Record found with Matching PPSN and DOB. DB.'

Rejected certificates can be corrected (e.g. add the patients correct PPSN in patient registration) and resubmitted by selecting the certificate and clicking **Submit**.

Any invalid certs can be archived by selecting the certificate and clicking **Archive**.

The screenshot shows the 'Claim Tracking' interface with the status filter set to 'Rejected'. The HCP is set to 'Paul Johnson'. A table lists multiple rejected certificates:

Date	Patient	DOB	PPSN	Type	Status	HCP	Ref #	Final
21/01/2020	baby, test	01/07/2019	1364638S	Med1	Rejected	Paul Johnson	ORU20200121161941012121	<input checked="" type="checkbox"/>
No Record found with Matching PPSN and DOB.								
21/01/2020	baby, test	01/07/2019	1364638S	Med2	Rejected	Paul Johnson	ORU20200121161646012121	<input checked="" type="checkbox"/>
No Record found with Matching PPSN and DOB.								
17/12/2019	Escript, Escript	01/04/1950	1496734D	Med2	Rejected	Paul Johnson	ORU20191217083247012121	<input type="checkbox"/>
No Record found with Matching PPSN and DOB.								
13/12/2019	Socrates, Test	01/01/1970	1364638s	Med1	Rejected	Paul Johnson	ORU20191213144315012121	<input type="checkbox"/>
No Record found with Matching PPSN and DOB.								
18/11/2019	test, account1	05/05/2010	1473395D	Med1	Rejected	Paul Johnson	ORU20191118135629012121	<input type="checkbox"/>
No Record found with Matching PPSN and DOB.								
15/11/2019	test, 2100	01/01/1920	7623767A	Med2	Rejected	Paul Johnson	ORU20191115155109012126	<input type="checkbox"/>
No Record found with Matching PPSN and DOB.								
15/11/2019	test, 2100	01/01/1920	7623767A	Med2	Rejected	Paul Johnson	ORU20191118135749012126	<input type="checkbox"/>
No Record found with Matching PPSN and DOB.								
15/10/2019	xxxtiny, xxxtim	12/02/2000	9304752V	Med2	Rejected	Paul Johnson	ORU20191015150556012121	<input type="checkbox"/>
No Record found with Matching PPSN and DOB.								

At the bottom of the interface, both the 'Submit' and 'Archive' buttons are highlighted with red boxes.

### 6.3. Searching

Use Filters at the top of the claim tracker to refine your list e.g. Filter by HCP. You can search the screen if you highlight any claim and start typing the Search grid below will appear or press Ctrl + F on the keyboard.

The screenshot shows the 'Claim Tracking' interface. At the top, there are filters for 'From', 'To', 'Status' (set to 'Received'), and 'HCP'. A search bar at the bottom contains the text 'X 526153'. Below the search bar, a table displays search results. The table has columns for Date, Patient, DOB, PPSN, Type, Status, HCP, Ref #, and Final. One row is visible with the following data:

Date	Patient	DOB	PPSN	Type	Status	HCP	Ref #	Final
26/05/2020	xxxxmoon, xxxkeith	01/01/1980	12345678P	Med1	Received	Paul Johnson	ORU2020526153	<input type="checkbox"/>

At the bottom right of the search results area, it says '1 Match Found'.

### 7. Notifications

Notifications will display any unsent or rejected messages for the Socrates user that sent the message to the DEASP.

The screenshot shows a notification dropdown menu. The menu is titled '9 Notifications' and contains two items:

- 2 Unsent Social Welfare E-Cert Messages
- 30 Rejected Social Welfare E-Cert Messages