



Frequently Asked Questions for HCWs

What is SwiftQueue and how do I make an appointment for a vaccine?

What is SwiftQueue

SwiftQueue is an online system to be used by the HSE that will allow you to make an appointment online for a flu vaccine.

What are its benefits?

Making your appointment online allows us to facilitate social distancing in clinics, making it safer for everyone to attend. Registration on the system is fast and easy as is booking an appointment. It will allow you to complete a consent form at any stage prior to appointment. In addition, you will get your certificate issued via email.

What do I have to do?

Posters will be placed around your work area which will contain a QR scan code and a URL link <https://www.swiftqueue.com/hse-staff-flu.php> that you put into a Smart Phone which will take you to a landing page where you can register and book.

I normally just pop into my local clinic, can I still do that?

This year we are discouraging pop-ins, however you can contact your local Peer Vaccinator or local flu lead for advice.

I got a vaccine in the pharmacy/GP so what do I next?

Local GP or local Pharmacy

The Vaccine is free so simply get in touch with your local GP or Pharmacist to book your Flu Vaccine. Once you have been vaccinated you still need to log in to SwiftQueue to register your vaccine and get your certificate. Your GP or Pharmacists will give you a flu card with date of vaccine and batch number. Keep it safe as you will need this to get your vaccine certificate. To get your Certificate you will need to follow these steps

1. Go to the [Swiftqueue page](#)
2. Click county to find your clinic
3. Click to book appointment, this will take you to Log in page
4. Click to complete HSE flu vaccination form
5. Fill in work details - this is to help with reporting.
6. Arrow down to the bottom of the form to the Question 'Have you already received flu Vaccine this season?' If You click yes, this will take you to where you can log your details of where you had the vaccination
7. Click Submit and a Certification will be sent to you to the email provided.
8. Visit [HSE.ie/flu](https://www.hse.ie/flu) for more information



How do I get my certificate?

Your certificate is emailed to you, and if you are required to you can then forward it to your manager. Follow the process as outlined above if you got your vaccine from the GP or Pharmacy.

I got my vaccine from my local Peer Vaccinator but they didn't use SwiftQueue, what do I do next?

You'll complete a paper consent form as SwiftQueue might not be running yet. You do not need to do anything else at this point.

Do I have to use SwiftQueue

Yes, this is the preferred system in the health sector for supporting the Flu Campaign this year. We would really like that staff use swiftque and get their flu certificate even when they choose to go to your GP or pharmacist to get your vaccination. The process for getting your certificate via swiftque is explained above.

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