



### Private Flu Vaccination Template (via Services Page)

### Healthy Performance Voucher Template (via Services Page)

- Healthy Performance Voucher
- H&G Voucher
- BUPA Voucher
- DoctorCall Voucher
- Locally Commissioned Flu Service
- Offsite or B2B
- Other   
If Other please state

Select Healthy Performance Voucher (view may differ slightly depending on pharmacy)

Voucher code

Enter Voucher Code (starting FC.....) into Voucher Code Box

Voucher Redemption

Voucher Redemption  
Healthy Performance

### Voucher Redemption - Healthy Performance

Provision Date

1. Enter Unique Voucher code (e.g.FC.....)
2. Click VERIFY button to establish whether the code is valid/unused
3. Click Save and administer vaccine if success message is displayed.
4. Create a new provision for each code; you can't enter each code into the field one at a time

Voucher Code

Verify

Please enter the voucher code..

Enter Voucher Code (starting FC.....) into Voucher Code Box

Once the code is entered, you will see 1 of 3 on-screen messages

Voucher Code

✔ Success. Code available

Continue to administer vaccination

Voucher Code

❗ Code already in use

This voucher has been used, check you have entered correctly.

Voucher Code

❗ Sorry. Code not found

Incorrect code, try again and ensure the code starts FC followed by 8 digits

### Any Issues?

Please contact [flu@healthyperformance.co.uk](mailto:flu@healthyperformance.co.uk) who will respond ASAP.

# Frequently Asked Questions

## How do we know if the voucher code is genuine?

All codes being FC followed by 8 numbers and no two codes are the same. Once you enter the unique voucher code into your PharmOutcomes® or Healthy Performance Pharmacy Admin area, the system confirms whether it is valid or if it has been used before. We have generated the codes using a specific formula so it's unlikely a code can be guessed and the unique code informs us which employee, at which company, has used their voucher.

## What happens if I enter codes at the end of the day and it has already been used but we've provided a vaccination?

As part of our contract with corporate clients, if any employees use a code more than once, we will charge them. It is very unlikely this can happen however if this occurs because you enter codes at the end of the day, then simply email [flu@healthyperformance.co.uk](mailto:flu@healthyperformance.co.uk) with your pharmacy details (store, name, phone number) along with the unique voucher code and the date/approximate time of vaccination. Please ensure that the voucher code is written correctly as we can only pay you for valid codes (see above voucher codes being genuine).

## Do you recommend people phone us for an appointment?

Your head office has confirmed your preferred method for making an appointment and we have also made our clients aware that it could be the biggest flu season ever so patience may be required if they arrive for a drop in clinic (if you offer drop in clinics).

## My pharmacy have run out of stock of vaccinations, what shall I do?

Please contact [flu@healthyperformance.co.uk](mailto:flu@healthyperformance.co.uk) and we can remove your pharmacy details from our location finder meaning you won't continue to receive calls from people trying to make an appointment.

## The details on your Pharmacy Finder are incorrect, how is this amended?

This can easily be amended by contacting [flu@healthyperformance.co.uk](mailto:flu@healthyperformance.co.uk) with your correct details.

## We would like to offer Drop In clinics immediately, can this be updated on your Pharmacy Finder?

Please contact [flu@healthyperformance.co.uk](mailto:flu@healthyperformance.co.uk) and we can update your pharmacy details to show drop in clinics.

## Do you have contact details if we have any questions?

We pride ourselves on excellent customer service and our dedicated team can be contacted at [flu@healthyperformance.co.uk](mailto:flu@healthyperformance.co.uk) where we will normally reply on the same working day. Our normal operating hours are 08.30 – 17.00 Monday to Friday however we are monitoring this inbox in the evenings and weekends to ensure a speedy reply.