
Alberta Vaccine Booking System (AVBS)

Frequently Asked Questions (FAQs)

UPDATE September 16, 2021

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1. BACKGROUND AND PURPOSE

#	Question	Answer
1.	Is the AVBS mandatory for all pharmacies, Alberta Health Services, and physician's offices administering public vaccines?	<ul style="list-style-type: none"> • Yes. The intent of the AVBS is to offer Albertans a centralized portal for vaccine appointment booking. This new system will allow Albertans to book appointments quickly and easily using a single platform that displays all providers (pharmacies, AHS, and physician offices). • Pharmacies participating in the Alberta COVID-19 pharmacy Immunization Program (ACPIP) and the annual influenza vaccine program will be required to implement and use the AVBS.
2.	Can I still use my own appointment booking tool/software to book vaccine appointments at my pharmacy?	<ul style="list-style-type: none"> • No. The AVBS is a centralized portal for all vaccine appointment bookings. Pharmacies participating in the Alberta COVID-19 pharmacy Immunization Program (ACPIP) and public health vaccine initiatives will be required to use the AVBS. This single platform will prevent any confusion for Albertans trying to book an appointment. • As of August 23, 2021, Albertans should not be able to book COVID-19 or influenza vaccine appointments through any other online/booking platforms.
3.	Can I still use my own appointment booking program/software for influenza and COVID-19 vaccines if it provides other operationally support programming that AVBS does not, such as gaining consent or prescreening criteria?	<ul style="list-style-type: none"> • No. As of August 23, 2021, Albertans should not be able to book COVID-19 or influenza vaccine appointments through any other online/booking platforms. • As the AVBS does not interface with other pharmacy software solutions, consent will need to be collected at time of administration. • When an Albertan receives the 24-hour appointment reminder, a link to the COVID-19 pre-screening questionnaire will be included.
4.	Can I include a website link on my own pharmacy website so that it directs the Albertan to the AVBS?	<ul style="list-style-type: none"> • Yes. To support Albertans in booking all vaccine appointments and recognizing that they often access

1. BACKGROUND AND PURPOSE

#	Question	Answer
		<p>their pharmacies website to start this process, community pharmacies can and are encouraged to include a direct link to the AVBS within their own pharmacy website.</p> <ul style="list-style-type: none">• Please note, when the link is embedded on a community pharmacy website, Albertans will be directed off your pharmacy website and the AVBS site will load. Once on the AVBS website, the Albertan will need to search for your pharmacy (it will not load on its own).
5.	Why did the Alberta Government decide to implement the AVBS when many pharmacies are already using similar software programs?	<ul style="list-style-type: none">• The AVBS consolidates all available appointments from all providers that are administering publicly funded vaccines into one centralized system. Albertans will then be able to find available appointments at AHS, pharmacies, or physician offices.
6.	Was a practicing Alberta pharmacist included in developing this system?	<ul style="list-style-type: none">• Yes, Alberta pharmacists were involved during the development of the AVBS.

2. KEY DATES AND TIMELINES

#	Question	Answer
1.	When did the AVBS go-live in pharmacies?	<ul style="list-style-type: none">• August 16: Pilot Pharmacies• August 23: All Community Pharmacies
2.	When did pharmacies have access to the AVBS to set appointment availability?	<ul style="list-style-type: none">• Pharmacies had access to the AVBS prior to August 23, to create their appointment availability.• Pharmacies were encouraged to follow the guidance of the AVBS User Guides and video tutorials, to create their own appointment availability schedule that best reflects their hours of operation, staffing and vaccine supplies.
3.	How long are pharmacies required to use the COVID-19 Vaccine Appointment Reporting (CVAR) portal?	<ul style="list-style-type: none">• As of August 23, access to the CVAR will no longer be required, as the AVBS will track all booked COVID-19 appointments going forward.

3. AVBS & INFLUENZA VACCINATION

#	Answer	Question
1.	Will the AVBS be used for annual influenza campaigns in community pharmacies?	<ul style="list-style-type: none">• Yes. This system is not just a short-term solution. It will help Alberta prepare for the future and other large-scale vaccination efforts, including COVID-19 vaccine second doses, additional doses and other public health vaccine campaigns like influenza.
2.	Can I still offer influenza vaccines as a 'walk-in'?	<ul style="list-style-type: none">• Yes. Community pharmacies will be able to continue accepting walk-ins for influenza immunization.
3.	Do I have to track or record the administration of a 'walk-in' influenza within the AVBS?	<ul style="list-style-type: none">• No. Walk-ins will not need to be documented in the AVBS. This is the same for COVID-19 vaccines.
4.	Do I have to register an Albertan in the AVBS if I administer an influenza vaccine as a 'walk-in'?	<ul style="list-style-type: none">• No. Pharmacies are not required to register the Albertan in the AVBS for walk-in influenza vaccine administration.• If an Albertan calls the pharmacy to book an influenza vaccine, the Albertan will need to be registered in the AVBS to do so.• While you are not required to register Albertans who receive a 'walk-in' vaccination, pharmacies may want to let them know that if they choose to register with AVBS, the system will send them push notifications when they are eligible to book publicly funded vaccinations.
5.	Do I have to use the AVBS to administer influenza vaccines?	<ul style="list-style-type: none">• Yes. A community pharmacy must be registered as a user of the AVBS to access influenza vaccines.• Appointments for influenza vaccines should be made available in the AVBS for Albertans to book.• Community pharmacies will be able to continue accepting walk-ins for influenza immunization.
6.	What if all my appointments are booked, do I have to make more appointment slots available?	<ul style="list-style-type: none">• If all scheduled appointments are booked, it is not an expectation that a pharmacy needs to add additional appointments. Create an appointment schedule that reflects your operations and staffing.

3. AVBS & INFLUENZA VACCINATION

#	Answer	Question
7.	Will my access to influenza vaccine be influenced by my booked appointments?	<ul style="list-style-type: none">No. As community pharmacies will offer both appointment bookings and walk-in vaccination, access to influenza vaccine will not be based on booked appointments.
8.	Can I still use my own appointment booking program/software for influenza vaccines?	<ul style="list-style-type: none">No. As of August 23, 2021, Albertans should not be able to book COVID-19 or influenza vaccine appointments through any other online/booking platforms. As of August 23, 2021, Albertans should not be able to book COVID-19 or influenza vaccine appointments through any other online/booking platforms.
9.	I only provide influenza vaccines through 'off-site' clinics; do I need to use the AVBS?	<ul style="list-style-type: none">Community pharmacies that only offer 'off-site' vaccination clinics AND do not have a front store/walk-in capacity do not need to use the AVBS.

4. SYSTEM REQUIREMENTS

#	Question	Answer
1.	Are all major browsers compatible with the AVBS?	<ul style="list-style-type: none">• The AVBS is compatible with the latest versions of Google Chrome, Microsoft Edge Chromium, Mozilla Firefox and Apple Safari.• The AVBS works best in the Google Chrome web browser.• The AVBS cannot be accessed via Internet Explorer.• The AVBS works on Android and iOS mobile devices using the internet browsers noted above.
2.	Can I access the AVBS on my cell phone or tablet? Is there a mobile app I can download for my phone or tablet?	<ul style="list-style-type: none">• The AVBS is web-based and works on computers, cell phones, and tablets.• There is no AVBS smartphone application, but you can access the AVBS website from the internet browser on your cell phone or tablet.• The AVBS is compatible with the latest versions of Google Chrome, Microsoft Edge Chromium, Mozilla Firefox and Apple Safari.• The AVBS cannot be accessed via Internet Explorer.
3.	What are the suggested requirements to run the AVBS?	<ul style="list-style-type: none">• The <u>recommended</u> technical requirements to run the AVBS applications on your local computer / laptop are as follows:<ol style="list-style-type: none">1. Supported browser installed2. An Octane score of 30,000 or greater3. Network latency of 150 ms or less4. Download speed of 3 Mbps or greater5. At least 8 GB of RAM, with 3 GB available for Salesforce browser tabs• The <u>minimum</u> technical requirements to run the AVBS applications on your local computer / laptop are as follows:<ol style="list-style-type: none">1. Supported browser installed2. An Octane score of 20,000 or greater3. Network latency of 200 ms or less

4. SYSTEM REQUIREMENTS

#	Question	Answer
		<ol style="list-style-type: none">4. Download speed of 1 Mbps or greater5. At least 5 GB of RAM, with 2 GB available for Salesforce browser tabs
4.	How do I determine if my pharmacy has the technical requirements to run the AVBS?	<ul style="list-style-type: none">• Please refer to the “AVBS Technical Requirements” document found within the Alberta Blue Cross website.
5.	What if my pharmacy does not meet the suggested requirements to run the AVBS?	<ul style="list-style-type: none">• The pharmacy may experience long page-loading times and slow performance if they do not meet the AVBS minimum technical and browser requirements (described in question 3).• Using older versions of the AVBS-supported browsers will lead to slower load times. Plug-ins, extensions, and excessive open tabs on the browser can consume processing power and memory, degrading performance.• A lower Octane score will result in slower page load times.• Issues within your network or latency can affect load times.• Using the minimum requirements may result in slower page load times and login load times versus the recommended specifications.• Users may experience browser tab crash, using the minimum requirements due to memory limits.• Google Chrome is generally the fastest browser for the AVBS application.

5. AVBS INTEGRATION WITH OTHER PHARMACY OPERATING SYSTEMS

#	Question	Answer
1.	Does the AVBS integrate with existing booking systems?	<ul style="list-style-type: none"> No. The AVBS is a stand-alone booking system and is not designed to integrate with other existing booking appointment systems/solutions.
2.	Does the AVBS integrate with Alberta Blue Cross claim submissions or other pharmacy IT solutions (i.e. point-of-sale, dispensing, etc.)?	<ul style="list-style-type: none"> No. The AVBS does not integrate with any pharmacy software solutions. Currently, the AVBS interfaces with Immunization and Adverse Reaction to Immunization (ImmARI) to support vaccine appointment booking. Enhancements of AVBS to integrate with pharmacy IT solutions may be considered in the future.
3.	Does the AVBS integrate with the inventory tracking and waste reporting currently done through Alberta Vaccine Inventory (AVI)?	<ul style="list-style-type: none"> No. The AVBS does not integrate with inventory tracking and waste reporting currently done through AVI. Pharmacies will continue to update the AVI daily with their current COVID-19 vaccine supply and wastage. Enhancement of the AVBS to integrate inventory management may be explored in the future.
4.	Can the AVBS communicate with Microsoft Outlook?	<ul style="list-style-type: none"> No. The AVBS does not integrate with Outlook or any other electronic mail programs.
5.	How is the AVBS integrated with Alberta Netcare?	<ul style="list-style-type: none"> The AVBS is not directly integrated with the Alberta Netcare portal. However, immunization history is imported into AVBS via ImmARI to determine vaccine eligibility (i.e. Albertan's age, time between 1st and 2nd doses, etc.).
6.	How will integration with Alberta Netcare work to determine eligibility?	<ul style="list-style-type: none"> AVBS uses information from the Alberta Netcare provincial client registry and ImmARI to determine vaccine eligibility. This information is updated daily. This feature of the AVBS will be used when Albertans are booking an appointment and will prompt Albertans (by email, text or phone) when they are eligible to book future vaccine doses.

5. AVBS INTEGRATION WITH OTHER PHARMACY OPERATING SYSTEMS

#	Question	Answer
7.	When an Albertan registers through the system, what is verified with Alberta Netcare?	<ul style="list-style-type: none"> • AVBS uses information from the Alberta Netcare provincial client registry and ImmARI to determine vaccine eligibility. This information is updated daily. • When administering vaccinations, it is still the responsibility of providers to verify clinical history within Alberta Netcare.
8.	Will the Albertan's Alberta Netcare information be available upon check-in for their vaccine appointment? How do I access this information?	<ul style="list-style-type: none"> • The AVBS is not integrated with the Alberta Netcare Portal. • When administering vaccinations, it is the responsibility of providers to verify clinical history within Alberta Netcare.
9.	As a pharmacy that already uses Salesforce MVP, we have an ability to pull an XML file extract that allows 'batch' filling of vaccination claims to Alberta Blue Cross in Kroll. Will the AVBS have this ability?	<ul style="list-style-type: none"> • No. At this time, pharmacies will not have access to XML file extracts. Enhancement of the AVBS to allow XML file extracts may be explored in the future. • Pharmacies will be able to create and print lists of their daily and upcoming appointments.
10.	Many pharmacies appointment-booking systems integrated the consent process and COVID-19 pre-screening with registration to streamline the workflow at the pharmacy and eliminate extra paperwork. Does the AVBS incorporate such functionality?	<ul style="list-style-type: none"> • No. Processes that may be included in other booking IT solutions, such as COVID-19 pre-screening questionnaires, obtaining patient consent, claim submissions to Alberta Blue Cross and/or professional responsibilities related to pharmacy standards of practice will need to be managed by the pharmacy outside of the AVBS.
11.	When the Albertan registers into the AVBS, can their personal information be auto-populated into my dispensing software?	<ul style="list-style-type: none"> • No. The AVBS does not integrate into pharmacy dispensing software. The pharmacy will need to populate the Albertans personal information into their dispensing software for the record of care.
12.	Can the pharmacy print patient registration/appointment information to enter into the pharmacy dispensary system?	<ul style="list-style-type: none"> • Yes. Pharmacies will be able to create and print lists of their daily and upcoming appointments.
13.	Will pharmacies be able to download a list of daily appointments as a CSV file? This may allow for easier	<ul style="list-style-type: none"> • Pharmacies will have the ability to print a list of daily appointment and future appointments, however, the list will not be available in a CSV format.

5. AVBS INTEGRATION WITH OTHER PHARMACY OPERATING SYSTEMS

#	Question	Answer
	handling and automation vs manually entering into pharmacy system.	<ul style="list-style-type: none">• Pharmacies can use the 'Printable View' button to print the exact view from Salesforce.
14.	If I want a list with all the appointments and their corresponding cellphone numbers/email addresses so I can contact the Albertan the day before with a link to a COVID-19 pre-screening questionnaire or consent form, is this feature available?	<ul style="list-style-type: none">• Yes. Pharmacies will be able to access daily and future appointments through a list view in the AVBS. The Albertan's contact information will be included.• Albertans will receive a 24-hour reminder of their appointment via SMS, email or phone call (depending on what the Albertan chose as contact method). The SMS and email reminder will include a link to a COVID-19 pre-screening questionnaire.• Health Link (811) will contact Albertans directly who chose phone as their preferred method of communication.

6. USER LICENSES

#	Question	Answer
1.	What is a User License?	<ul style="list-style-type: none">• The AVBS is built on the Salesforce Cloud technology, as such; pharmacy staff will require a Salesforce User License to access the AVBS (User License).• Similar to accessing Alberta Netcare, users will require a RSA hard or soft token and a unique username to access the AVBS.• Those assigned an AVBS User License who currently have access to Alberta Netcare will use the same RSA token (hard or soft) to access both Alberta Netcare and the AVBS.
2.	How do I get a User License assigned to me?	<ul style="list-style-type: none">• Each pharmacy will be allocated three to five User Licences to access the AVBS.• Each pharmacy will identify a Site Representative who will be the Authorized Approver for assigning User Licences to pharmacy staff.
3.	Can I share my AVBS user name and password with other staff members?	<ul style="list-style-type: none">• No. Each User License assigned should only be used to access the AVBS by the staff member that it was assigned too.• The AVBS contains personal information of Albertans (i.e. name, DOB, PHN, etc.). User names and passwords should NOT be shared among pharmacy staff.
4.	What is an AVBS Site Representative (Site Representative)?	<p>The Site Representative is a designated individual within a pharmacy that will be responsible for:</p> <ul style="list-style-type: none">• Acting as a key point of contact for the AVBS;• Assigning and managing AVBS User Licenses as the pharmacy authorized approver;• Disseminating key AVBS information to their peers;• Supporting system navigation and training of peers;• Reviewing minimum technical requirements for the AVBS;and

6. USER LICENSES

#	Question	Answer
		<ul style="list-style-type: none">• Creating appointment availability within AVBS prior to go-live.
5.	Can I change my AVBS Site Representative?	<ul style="list-style-type: none">• Yes. However, this process has not yet been established. More information will be provided in September.
6.	Who should I assign a User License too?	<p>The following should be considered when identifying which staff members should be assigned an AVBS User License:</p> <ul style="list-style-type: none">• Pharmacy staff who are typically scheduled full-time in the pharmacy. This will assist in ensuring there is access to the AVBS during all hours of operation.• Pharmacy staff with existing access to Alberta Netcare. This will expedite access to the AVBS as a pre-existing RSA token is already in use.• Pharmacy staff with direct involvement in the Alberta COVID-19 Pharmacy Immunization Program (ACPIP). For example, a staff member who would accept the Albertan at the counter at the time of appointment, be responsible for creating vaccine appointment schedules, and/or the pharmacist administering vaccine.• It is not recommended that you assign user licenses to casual or part-time staff, relief or floating staff.

6. USER LICENSES

#	Question	Answer
7.	How do I assign my pharmacy staff User Licenses?	<ul style="list-style-type: none">• AVBS Site Representatives can assign user licenses to pharmacy staff by clicking on the web address below. https://www.albertanetcare.ca/AVBSforsiteRep.html• Use the “How to request or modify AVBS access” quick reference guide found within this web address for further direction.• When selecting the AVBS role, choose ‘Health Care Provider’ to ensure staff members assigned user licenses have access to all of the AVBS functionalities.• If the AVBS Site Representative requires support in assigning AVBS user licenses through this process, contact the AVBS provider support team at 1-844-705-1265 or email AlbertaVaccineBookingSystemSupport@gov.ab.ca• Site Representatives have had access to assign user licenses since July 26, 2021.
8.	What if I do not assign all the User Licenses that are available to my pharmacy?	<ul style="list-style-type: none">• The User License may not be available for future use by your pharmacy.
9.	How do I assign a User License to a different staff member?	<ul style="list-style-type: none">• The Site Representative (i.e. authorized approver) can re-assign a User License when required. For example, due to staffing changes (i.e. vacation, leave, employment, etc.).• For full instructions, refer to the AVBS User Guides to review the process.• As of August, this process takes approximately 10 business days.
10.	If I work in multiple pharmacies, will I need more than one user license?	<ul style="list-style-type: none">• No. You will only need one user license to be able to access the AVBS.
11.	What if I do not use my User License after it is assigned?	<ul style="list-style-type: none">• If a staff member, who is assigned a User License, does not access the AVBS within a 30-day period, the user will receive an email indicating that their User License

6. USER LICENSES

#	Question	Answer
		<p>will expire in seven days. At this point, the user will have 7-days to access the AVBS.</p> <ul style="list-style-type: none">• Accessing the system within this timeframe will ensure ongoing access to the AVBS. If the user does not access the AVBS within this time, their User License will expire.
12.	How were the number of User Licenses provided to individual pharmacies determined?	<ul style="list-style-type: none">• The number of User Licenses available to community pharmacies is a fixed number. The distribution of User Licenses to individual pharmacies was based on previous immunization history with influenza and COVID-19 vaccines.• Pharmacies with higher immunization rates in the past will receive five User Licenses; those with lower rates will receive three User Licenses.
13.	Can I change the number of User Licenses assigned to my pharmacy?	<ul style="list-style-type: none">• The number of User Licenses available to pharmacies will be reassessed in the next three to six months.
14.	Does the User License need to be specific to one staff member or can a user license be a general login for the store / all pharmacy staff?	<ul style="list-style-type: none">• Each User License assigned should only be used to access the AVBS by the staff member that it was assigned too.
15.	What do you mean by 'surge' and 'non-surge' User Licenses?	<ul style="list-style-type: none">• Alberta Health has purchased each of the User Licenses assigned to community pharmacies, Alberta Health Services and physician clinics.• During times when vaccine demand is high (i.e. surge) there is a need to ensure that there are as many providers with User Licenses to support accessing the AVBS and ensure vaccine administration.• During times of low vaccine demand (i.e. non-surge), there is no need for pharmacies to have three to five User Licenses as they will not be used.• During non-surge, the number of User Licenses assigned to pharmacies will be reduced to one to two per pharmacy.

6. USER LICENSES

#	Question	Answer
16.	How do I access the AVBS?	<ul style="list-style-type: none">• If you are assigned an AVBS User License you will receive a unique username, and in combination with a RSA hard/soft token (similar to Netcare), you can access the AVBS.• For full instructions, refer to the AVBS User Guides and video tutorials to review the process to sign into the AVBS. User Guides and Training videos are found under the 'Knowledge' tab within the AVBS training and production environment.
17.	Do I use the same PIN that goes with my 6-digit Hardware token code (i.e. Passcode) when accessing both Alberta Netcare and AVBS?	<ul style="list-style-type: none">• Yes. For RSA Hardware tokens, the PIN you use to access Alberta Netcare is the same for the AVBS.• If you have a Software token, you only need to provide the 8-digit passcode generated through the RSA SecureID app.• For full instructions, refer to the AVBS User Guides to review the process to sign into the AVBS.
18.	If I change the PIN that I use with my 6-digit Hard Token code (i.e. Passcode), does that affect my access to AVBS and Netcare?	<ul style="list-style-type: none">• Yes. If using a RSA Hardware token and you change the PIN, it will be the same PIN used to access Alberta Netcare and the AVBS.
19.	Is the RSA Hard or Soft token the only requirement to access the AVBS?	<ul style="list-style-type: none">• Similar to Alberta Netcare, there are two steps that pharmacy staff need to follow to access patient information within the AVBS.<ol style="list-style-type: none">1. Sign into the first webpage using your User name and RSA Hard/Soft Passcode2. Sign into the AVBS using your AVBS User name and Password.• For full instructions, refer to the AVBS User Guides to review the process to sign into the AVBS.

6. USER LICENSES

#	Question	Answer
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7. TRAINING AND SUPPORT

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| 1. | How long do you expect it will take the pharmacy staff to master the new system? | <ul style="list-style-type: none">• Learning of the new system will be a personal experience for each pharmacy staff. Based on experience in other jurisdictions, it may take 2 to 4 hours to practice and get familiar with the system and key workflows (registration, booking and canceling of appointments, check-in and check-out and appointment day management). |
| 2. | Where can I access AVBS training materials? | <ul style="list-style-type: none">• User Guides and Training videos are found under the 'Knowledge' tab within the AVBS training and production environment.• These materials can also be found on the ABC website: https://www.ab.bluecross.ca/providers/pharmacy-alberta-vaccine-booking-system.php |
| 3. | Is there AVBS functionality support available? | <p>Yes. The AVBS Provider Support team is available to all community users to answer questions and provide directions on AVBS functionality and access management.</p> <p>Services delivered by the AVBS Support Team include:</p> <ul style="list-style-type: none">• AVBS Support<ul style="list-style-type: none">○ How-to: system functionality and use○ Troubleshooting system issues○ Site-specific guidance (confirming actions are completed as intended)• AVBS Access Management<ul style="list-style-type: none">○ First-time login support○ Password reset○ Site Representative / Authorized Approver support○ License management |

6. USER LICENSES

Question

Answer

To connect with the AVBS Provider Support team, please call **1-844-705-1265**, or email AlbertaVaccineBookingSystemSupport@gov.ab.ca

8. WALK-IN VACCINATION

#	Question	Answer
1.	Can I provide vaccines to Albertans as walk-ins without using the AVBS?	<ul style="list-style-type: none">• Yes. Vaccine administration can be provided to Albertans as walk-ins and does not need to be tracked or documented within the AVBS.
2.	Do I have to document vaccine administration in the AVBS when they are provided as walk-ins?	<ul style="list-style-type: none">• No. As the AVBS is an appointment-booking platform, community pharmacies will NOT be required to document walk-in vaccine administrations within the AVBS.• Similarly, if a walk-in is scheduled for later in the day, the pharmacy will NOT be required to document the vaccine administration within the AVBS.
3.	Do I have to register the Albertan into the AVBS if I provide a walk-in vaccine administration?	<ul style="list-style-type: none">• No. Registration is not required for administering vaccine to walk-in clients.• If the Albertan is not registered at the time of walk-in vaccine administration, pharmacies can direct the Albertan to register online or pharmacies may wish to register the Albertan in the AVBS on their behalf.• While you are not required to register Albertans who receive a 'walk-in' vaccination, pharmacies may want to let them know that if they choose to register with AVBS, the system will send them push notifications when they are eligible to book publicly funded vaccinations.

9. APPOINTMENT MANAGEMENT – INITIALLY AND ONGOING

#	Question	Answer
1.	In anticipation of implementing the AVBS, when is the latest pharmacies should be booking appointments using their current system?	<ul style="list-style-type: none"> This will depend on the pharmacy and how far in advance appointments are booked. The AVBS displays appointments available for the next three weeks. If pharmacies have booked appointments, they will need to manage two booking systems/processes until those pre-booked appointments are complete. In addition, they will need to ensure that pre-booked appointment times are not made available for other Albertans to book in the AVBS (i.e. to prevent double booking).
2.	How far into the future can I set my pharmacy schedule in the AVBS and accept appointments?	<ul style="list-style-type: none"> The AVBS allows for full flexibility to create appointment availability into the future. However, the AVBS only displays appointments available for the next three weeks to Albertans.
3.	Can I adjust the length of the appointments when I populate my schedule?	<ul style="list-style-type: none"> Yes. The length of appointments can be adjusted to any desired length (e.g., 5 minutes, 10 minutes, 15 minutes, or 30 minutes, etc.).
4.	Can I adjust my schedule in the AVBS to allow for more or less bookings each day?	<ul style="list-style-type: none"> Yes. The AVBS allows for full flexibility on how pharmacies can book their appointments. Appointment block times and capacities can be created / modified, as desired. For more information on how to set up or modify appointment blocks, refer to the User Guides.
5.	Does the AVBS allow for a waitlist to be populated and used in pharmacies?	<ul style="list-style-type: none"> No. The AVBS does not allow for a waitlist to be populated in the system. Albertan's must register and book their appointment at their desired pharmacy through the AVBS.
6.	When setting the weekly schedule in the AVBS, is there a repetition option (e.g., block out time every Monday or repeat Thursday schedule)?	<ul style="list-style-type: none"> Yes. The AVBS allows for cloning of appointment days and blocks. Pharmacies will be able to use a table scheduler to mass clone their weekly schedules.

9. APPOINTMENT MANAGEMENT – INITIALLY AND ONGOING

#	Question	Answer
		<ul style="list-style-type: none">Refer to the User Guides for more information on performing this function.
7.	Can pharmacies book more than one person at each scheduled appointment? For example, we run multiple pharmacists and may be able to accommodate two clients every five minutes.	<ul style="list-style-type: none">Yes, appointment block capacities can be modified to accommodate more than one person per appointment block.Refer to the User Guides for more information on performing this function.
8.	What actions do I take within the AVBS if I have stock and not enough scheduled appointments before the stock expires?	<ul style="list-style-type: none">Pharmacy staff may attempt to utilize stock before it expires by offering it to Albertans at their pharmacy as a walk-in.
9.	Is there a way to see "schedule at a glance"? For example, look at this current week and see 30 appointments on Wednesday, 25 on Thursday and 15 on Friday to determine how many more appointments need to be booked for the week.	<ul style="list-style-type: none">Yes, the system can give you a glance of your upcoming appointments.Refer to the User Guides for more information on performing this function.

10. ALBERTAN AVBS REGISTRATION

#	Question	Answer
1.	What has the registration experience been like in other jurisdictions, and what are you doing to mitigate negative experiences?	<ul style="list-style-type: none"> • Learnings from the rollout in other provinces suggest that citizens want a low barrier to registration, whether it be through online system or through a contact centre. As such, the AVBS has been developed so Albertans can book an appointment directly through the AVBS website or by contacting Health Link (811).
2.	How is appointment eligibility for patients in this system determined?	<ul style="list-style-type: none"> • For COVID-19, the system uses a complex set of criteria to determine eligibility. These include provincial criteria such as age cohort, work / living situation, and historical vaccination records (that is verified against ImmARI records). For second dose eligibility, first dose vaccine type, vaccine effectiveness and vaccine spacing are taken into consideration. • For influenza, age cohort.
3.	If a patient registers but is not currently eligible, what information is communicated to the client and the pharmacy (e.g., information regarding why they are not eligible, when they will be eligible)? Is there a reminder sent when they are eligible?	<ul style="list-style-type: none"> • Upon registration, the Albertan will receive a notification, depending on their preferred method of communication, to inform them that they will be sent a booking link once they are deemed eligible. • The Albertan will then receive a message via their preferred method of communication when they become eligible. The message will contain a unique link for them to book their appointment.
4.	How do Albertans who either do not have access to or are not comfortable using a mobile phone or computer register on the system and book and receive a confirmation?	<ul style="list-style-type: none"> • Albertans who do not have access to email or SMS may contact Health Link (811) for assistance with registration and booking of appointments. • If the Albertan books an appointment through Health Link (811), they will receive their appointment confirmation verbally.
5.	How do Albertans without an Alberta Personal Health Number register on the system and book an appointment with a pharmacy?	<ul style="list-style-type: none"> • Albertans without a Personal Health Number (PHN) can register themselves online.

10. ALBERTAN AVBS REGISTRATION

#	Question	Answer
		<ul style="list-style-type: none"> The Albertan will then be directed to book their appointment at an AHS clinic for their vaccination where a ULI will be generated on-site.
6.	How long does the validation process take after the Albertan registers to determine vaccine eligibility?	<ul style="list-style-type: none"> When Albertans register within the AVBS, there is a real-time check of their eligibility.
7.	Can pharmacy staff register on an Albertan's behalf?	<ul style="list-style-type: none"> Yes. Pharmacy staff members may register the Albertan on their behalf. It is recommended that the pharmacy staff first search the system by their legal first name, legal last name, Personal Health Number, or postal code to make sure they do not already exist in the system. If the Albertan does not exist in the system, the pharmacy staff can register the Albertan according to the AVBS User Guides.
8.	When a pharmacy is registering a client over the phone, there are times when the address is spelled incorrectly. Will the postal code input correct these mistakes?	<ul style="list-style-type: none"> No. At the present time, the AVBS does not have the functionality to validate address details. As part of a future phase enhancement, we are looking at the possibility of integrating mapping systems.
9.	How is client consent addressed when the pharmacy is registering the Albertan in the AVBS in-pharmacy?	<ul style="list-style-type: none"> Currently, consent is not captured in the AVBS. The expectation is that pharmacies will capture consent to immunize / fit to immunize at time of appointment/immunization.
10.	Is registration available in multiple languages?	<ul style="list-style-type: none"> No. At this time, the AVBS is only available in English. If language assistance is required to register, Albertans can call Health Link (811).

11. BOOKING AN APPOINTMENT

#	Question	Answer
1.	When a client is deemed eligible for a vaccine, will they be able to search for a pharmacy close to their community of choice?	<ul style="list-style-type: none">• Yes, the AVBS will allow Albertans to filter the list of available pharmacies (via city/town or Postal Code) and select their preferred pharmacy.• Once an Albertan is deemed eligible to book their vaccine, only pharmacies that carry the vaccine type in which they are eligible for will appear within the list of available pharmacies.• Pharmacies will be listed in alphabetical order.
2.	After booking the appointment and receiving confirmation, are appointment reminders sent to clients 24-hours prior to the appointment?	<ul style="list-style-type: none">• Yes, appointment reminders will be sent to Albertans 24-hours before their scheduled appointment time via their preferred method of communication (i.e. email or SMS).• Health Link (811) will contact Albertans directly who chose phone as their preferred method of communication.
3.	Is it possible to have the AVBS send out reminders 4-hours in advance of appointments? From personal experience, there is a significantly lower no-show rate with a 4-hour reminder.	<ul style="list-style-type: none">• No. Currently the system sends out a reminder 24-hours prior to their appointment.• This will allow the Albertan to rebook or cancel their appointment and make their previous appointment slot available for another Albertan to select.
4.	Do clients have an option to choose their vaccine type, if they are eligible for more than one type?	<ul style="list-style-type: none">• No. During booking of first doses, Albertans will not be able to see which mRNA vaccines are offered at the various pharmacies; they will only see the name of the pharmacy and their appointment availability.• During booking of second doses, only pharmacies that carry the mRNA vaccines in which they are eligible for will appear within the list of available pharmacies.

11. BOOKING AN APPOINTMENT

#	Question	Answer
5.	Can pharmacy staff book appointments on an Albertan's behalf?	<ul style="list-style-type: none">• Yes. Pharmacy staff members can schedule appointments on an Albertan's behalf. For detailed instructions, refer to the AVBS User Guides.• The Albertan must be registered within the AVBS prior to booking the appointment.
6.	How does a pharmacy book a walk-in?	<ul style="list-style-type: none">• Pharmacies are not required to book walk-in vaccinations within the AVBS.
7.	What does a pharmacy need to do when they want to add one more vaccine appointment at the end of the day to use their full supply?	<ul style="list-style-type: none">• A pharmacy staff member will set up a new appointment block for the time slot they have available or increase the block capacity of an existing time slot.• For more information on how to set up appointment blocks, refer to the User Guides.
8.	Can pharmacies book an appointment for an Albertan who, upon registration, is deemed ineligible?	<ul style="list-style-type: none">• Yes. Pharmacy staff members have the option to override eligibility through the AVBS.• For more information on how to override eligibility, refer to the User Guides.
9.	Will group bookings be available for families?	<ul style="list-style-type: none">• This functionality will be available, but not until the later in the fall.

12. OUT OF PROVINCE, NO ULI, NO ALBERTA HEALTH CARE NUMBER

#	Question	Answer
1.	How do non-Albertans register and book an appointment at a pharmacy?	<ul style="list-style-type: none">• Non-Albertans will not be able to book an appointment at a pharmacy using the AVBS.• Non-Albertans can register themselves online using the AVBS and will be directed to an AHS clinic for their appointment booking.
2.	How do clients who do not have an Alberta Personal Health Care Number register and book an appointment at a pharmacy?	<ul style="list-style-type: none">• Albertans who do not have an Alberta Personal Health Care Number will not be able to book an appointment at a pharmacy using the AVBS.• Albertans who do not have an Alberta Personal Health Care Number can register themselves online using the AVBS and will be directed to an AHS clinic for their appointment booking.
3.	Will the registration system block clients who have a valid ULI but do not have valid Alberta Personal Health Care Number?	<ul style="list-style-type: none">• No. The AVBS will allow individuals, with or without a valid Alberta Personal Health Care Number to register. The system has an automated process that checks the client information against the Provincial Client Registry to pull their ULI.• If the ULI is not a valid personal health care number, they will be directed to an AHS clinic for their appointment booking.

13. SECOND DOSE MANAGEMENT

#	Question	Answer
1.	Does the system send a reminder to clients to prompt booking of their second dose or additional dose (if applicable)?	<ul style="list-style-type: none">• Yes. The Albertan will receive a notification via SMS or email to book their vaccination once they become eligible in the system.
2.	How does the system ensure that appointments are not booked for those who are not eligible?	<ul style="list-style-type: none">• When Albertans register through the AVBS, only eligible individuals will receive their unique appointment-booking link.• When an Albertan who is not eligible calls Health Link (811) to book their appointment, the call centre staff will be able to do a real-time eligibility check and let the individual know they are not eligible. The call centre staff would inform the Albertan that they would be notified once they are eligible to book their appointment.
3.	When a client uses the AVBS to book a subsequent vaccine, will the patient profile remember or default to the location where they received their previous vaccinations?	<ul style="list-style-type: none">• No. The Albertan will need to select the pharmacy for any future doses of vaccines.• A geo-proximity search function within the AVBS will allow an Albertan to book an appointment based on the city/town they request or via postal code.
4.	Is there a chance that the client can mistakenly enter that they have already received their first dose when in fact they have not?	<ul style="list-style-type: none">• Yes. Upon registration the Albertan will be asked to enter the vaccine they are interested in booking and if it is their second COVID-19 vaccine, they will be asked to enter the vaccine type of their first dose.• However, the AVBS system validates the information inputted by the Albertan against the information available in ImmARI.• When there are discrepancies between the manual input made by the Albertan and ImmARI, the information found in ImmARI takes precedence and will be used to determine eligibility.• If no record is found in ImmARI, the pharmacy staff will have to rely on the information provided by the Albertan.

14. CHECK-IN PROCESS AND QR CODES

#	Question	Answer
1.	When a client is being checked-in, do they need to provide photo identification in addition to their confirmation / QR code?	<ul style="list-style-type: none">Pharmacies will need to manage their identity verification process, as they currently do.
2.	Will the AVBS accept non-sequential appointments? For example, when a 2:45 pm client arrives before the 2:40 pm client.	<ul style="list-style-type: none">Yes, as long as Albertans come to the pharmacy with a booked appointment, the pharmacy can check them in earlier.
3.	Please explain the eligibility override function in the AVBS. How is it used and when?	<ul style="list-style-type: none">The eligibility override function is available to pharmacy staff.It may be used to override eligibility in situations where the pharmacy deems the Albertan to be eligible, despite the eligibility rules that identify the client as ineligible.Refer to the User Guides for more information on performing this function.
4.	If an Albertan shows up at the wrong pharmacy, is there a way to find out what location their appointment is actually scheduled at?	<ul style="list-style-type: none">No. The AVBS follows a private data model, meaning that the pharmacy can only see the appointments booked at their pharmacy.The Albertan will need to contact 811/Health Link to determine the location of their appointment.
5.	Is it possible to print out daily appointment schedules?	<ul style="list-style-type: none">Yes. Daily appointment schedules can be printed.Refer to the User Guides for more information on performing this function.

14. CHECK-IN PROCESS AND QR CODES

#	Question	Answer
6.	Is Alberta Health providing QR scanners to pharmacies that do not currently have them?	<ul style="list-style-type: none">• No. Alberta Health will not be providing QR scanners to pharmacies.• QR scanner functionality will not be utilized for the AVBS until later in the fall.• QR scanners facilitate the check-in process but is not required to complete a check-in.• Upon check-in, pharmacies staff can search any of the following to find the appointment:<ol style="list-style-type: none">1. First Name2. Last Name3. Health Card Number4. Confirmation Code5. Postal Code6. Date of Birth7. Clinic Location
7.	Can you suggest specific barcode reader requirements / specifications to best integrate and support the AVBS? Will installation instructions be provided?	<ul style="list-style-type: none">• The scanner must be able to read Model 1 and Model 2 QR codes and must be accessible to the browser being used for the AVBS system.• QR scanner functionality will not be utilized for the AVBS until later in the fall.

15. MISSED APPOINTMENTS

#	Question	Answer
1.	How do I modify an Albertan's appointment?	<ul style="list-style-type: none">Refer to the User Guides for more information on performing this function.
2.	How do I reschedule an Albertan's appointment?	<ul style="list-style-type: none">Refer to the User Guides for more information on performing this function.
3.	How do pharmacies use the AVBS to reflect no-shows?	<ul style="list-style-type: none">Pharmacies can indicate an Albertan's appointment status as "Incomplete" within the AVBS. Refer to the User Guides for more information on performing this function.

16. CANCELLATION OF EXISTING APPOINTMENTS

#	Question	Answer
1.	When a pharmacy cancels one or more appointments, what notification information is sent to the Albertan(s) (email, SMS or call)?	<ul style="list-style-type: none">• The Albertan will receive a notification via SMS or email indicating that their appointment has been cancelled. This message will contain the appointment details, as well as a link to reschedule the appointment, if desired.• Pharmacies will have to call the Albertan directly if their preferred method of contact is by phone.
2.	How does a pharmacist rebook / modify an appointment?	<ul style="list-style-type: none">• Refer to the User Guides for more information.
3.	Who is responsible for rebooking appointments when an appointment has been cancelled by the pharmacy?	<ul style="list-style-type: none">• The Albertan will receive a notification via SMS or email indicating that their appointment has been cancelled. This message will contain the appointment details, as well as a link to reschedule the appointment, if desired.• If the Albertan's preferred method of contact is by phone, the pharmacy must inform the client that their appointment has been cancelled and they can re-book their appointment through the AVBS, pharmacy or contacting Health Link (811).
4.	Can pharmacies cancel multiple appointments at one time due to supply disruption? What message(s) is (are) provided to the clients?	<ul style="list-style-type: none">• Yes. Pharmacy staff will have the ability to cancel multiple appointments at one time. Please refer to the User Guides for details on how to perform this function.• When an appointment/appointment block is cancelled by a pharmacy staff member due to a supply disruption, each Albertan will receive a notification via their preferred method of contact indicating that their appointment has been cancelled due to a supply disruption. This message will contain their appointment

16. CANCELLATION OF EXISTING APPOINTMENTS

#	Question	Answer
		<p>details, their registration confirmation number, as well as a link to reschedule the appointment, if desired.</p> <ul style="list-style-type: none">• If the Albertan's preferred method of contact is by phone, the pharmacy must inform the client that their appointment has been cancelled and they can re-book their appointment through the AVBS, pharmacy or contacting Health Link (811).

17. SUPPLY MANAGEMENT

#	Question	Answer
1.	Will we know our vaccine allocation prior to setting our available appointment blocks, or do we set our appointment times and use our booked appointments to guide vaccine ordering?	<ul style="list-style-type: none">• Several options are currently being explored to ensure that pharmacies have access to vaccine supply that supports booked appointments.
2.	Will pharmacies be responsible to update the AVBS with the vaccine type they have on hand?	<ul style="list-style-type: none">• When creating an appointment schedule, the pharmacy must indicate which vaccine will be associated with each appointment block (i.e. Pfizer or Moderna).• Only one vaccine type can be included in each appointment block.• When an Albertan registers within the AVBS, they will receive a notification when they are eligible to book an appointment.<ol style="list-style-type: none">1. For 1st doses, the Albertan will see pharmacies that have appointments for either Pfizer or Moderna.2. For 2nd doses, the Albertan will only see pharmacies that have appointments for the vaccine they had for their 1st dose.• A pharmacy can change the vaccine type in each appointment block at anytime.
3.	Will the vaccine delivery schedule change so that we can deliver vaccination appointments 7 days per week?	<ul style="list-style-type: none">• Several options are being explored to support vaccine delivery to pharmacies.• Current mRNA vaccines in the thawed state are stable in the refrigerator temperatures for up to one month; as such, increased frequency of vaccine delivery (7 days/week) is not necessary.
4.	Will the AVBS book the right number of doses for the day so there is no waste?	<ul style="list-style-type: none">• No. The pharmacy will be responsible to create an appointment availability that reflects their vaccine supply and doses per vial to limit vaccine wastage.• Future enhancements may incorporate vaccine inventory within your pharmacy to reflect the number of appointments available.

18. EXPANDING AVBS FUNCTIONALITY

#	Question	Answer
1.	How will system updates be managed? How will pharmacies be informed of the changes and when / how will the system updates take place?	<ul style="list-style-type: none">• Communications on system updates will be shared via regular communication channels (i.e., Alberta Blue Cross).

19. PRIVACY AND SECURITY

#	Question	Answer
1.	Who has access to the information included in the AVBS, including client information, individual pharmacy appointment availability and bookings?	<ul style="list-style-type: none">• Access to the AVBS is limited to staff from authorized health service providers (pharmacies, physician offices and AHS clinics) who have a User License.• Authorized staff with Alberta Health and AHS may have access to limited information to manage system functionality and for monitoring / reporting purposes for vaccine management.
2.	Has a Privacy Impact Assessment been completed?	<ul style="list-style-type: none">• Alberta Health is in the process of completing a privacy impact assessment for the AVBS. It will be submitted to the Office of Information Privacy Commissioner when the AVBS goes live.
3.	Will pharmacies and AHS only have access to their own pharmacy booking appointment site?	<ul style="list-style-type: none">• Yes. Pharmacies will only be able to see the pharmacy booking of their own pharmacy.

20. COMPENSATION

#	Question	Answer
1.	Will pharmacies be compensated for implementing the AVBS, including time invested in training staff and registering citizens?	<ul style="list-style-type: none">• No. Community pharmacies are already compensated the highest in Canada for administering COVID-19 vaccines. With the AVBS, pharmacies will continue to be compensated for the administration of publicly funded vaccines.• Many pharmacies will benefit by reducing operational costs associated with other appointment booking solutions.• The Alberta Government has made an investment in the AVBS, and is exploring options for future enhancements.
2.	Will pharmacies be compensated for registering Albertans?	<ul style="list-style-type: none">• No. Albertans will be able to register and book their appointments on their own through the AVBS.• Pharmacies will have the option to register the Albertan on their behalf.
3.	Will the province reimburse pharmacies for the investments they have made in their current booking systems?	<ul style="list-style-type: none">• No. The Alberta Government has made an investment in the AVBS.

21. ADDITIONAL INFORMATION

#	Question	Answer
1.	Where do I access more information about the AVBS?	<ul style="list-style-type: none">• All communications, information training material (session videos and post-awareness session handout) can be accessed on the Alberta Blue Cross Pharmacy Provider portal.• All User Guides and Training videos are found under the 'Knowledge' tab within the AVBS training and production environment. These materials can also be found on the ABC website: https://www.ab.bluecross.ca/providers/pharmacy-alberta-vaccine-booking-system.php• If you require IT or AVBS functionality support, contact the AVBS Provider Support team at 1-844-705-1265, or by email at AlbertaVaccineBookingSystemSupport@gov.ab.ca.• For all general inquiries related to the Alberta COVID-19 Pharmacy Immunization Program (ACPIP), please contact Alberta Blue Cross at PACVP@ab.bluecross.ca.