

Alberta Vaccine Booking System (AVBS)

AVBS Readiness and Key Messages

(Updated September 16, 2021)

Purpose of this Document

To provide pharmacies with: (1) a checklist of key activities to be completed to support successful implementation of the AVBS; and (2) act as a quick reference guide of key messages that have been communicated in advance of the August 23 go-live date for Albertans.

Pharmacy AVBS Readiness

To support the successful implementation of the AVBS at your pharmacy, please confirm you have completed all of the following action items.

- **AVBS User Licenses** - All outstanding user licenses have been submitted. **If you submitted your user licenses prior to the August 18 deadline, those users will have access to the AVBS.** User licenses submitted after August 18 will not be processed until August 26.
- **Access to the AVBS** - Each staff member with a user license can successfully login to the AVBS (if user licenses were submitted prior to August 18).
- **Up-to-date on AVBS communications** - You have reviewed all AVBS communications and associated documents posted on the Alberta Blue Cross (ABC) website.
- **Reviewed/Accessed Training Materials** - All pharmacy staff, that will be using the AVBS have reviewed the training materials (user guides and videos), and are familiar with workflow steps and functionality. Training materials can be found:
 - On the [ABC Website](#)
 - Within the AVBS training (red) and live (blue) environments in the In-Clinic Experience App under Knowledge tab
 - *Hint: Start with Overview of COVID-19 Vaccination Management Reference Guide and Basic Navigation User Guide*
- **Practiced Workflows** - All AVBS users have logged into the AVBS training environment (red) and have practiced all key workflows and tasks. Access the AVBS training environment by clicking [here](#).
- **Set Schedule / Appointment Availability in the AVBS** - You have logged in to the live AVBS site (blue) to set the schedule / appointment availability for your pharmacy to reflect

current supply, vaccine type, hours of operation and staffing (if needed) for August 23 and onwards. Access the live AVBS site by clicking [here](#).

Note: See the trouble shooting section of this communication if you are experiencing trouble setting your appointment availability.

- **Discontinue use of Existing Booking System** - You have disabled your existing booking system and confirmed it will not accept appointments as of the end of day August 22 (if applicable).
- **Attended or watched the Training Q&A Session** - You or a member of your team has participated in one of the live Training Q&A Sessions on Thursday August 18, watched the video posted on the ABC website, or plan to attend one of the additional training sessions scheduled on Tuesday August 24.
- **You know where to go if you need support** - You have made the contact information for the AVBS Provider Support Team readily available to your team.

1-844-705-1265 or AlbertaVaccineBookingSystemSupport@gov.ab.ca

Trouble Shooting – No Access to or Difficulty Accessing the ‘Scheduler’

If you are having difficulty accessing the scheduler, do not have access to the scheduler, or cannot adjust an existing schedule within the AVBS, there is a probability that your Site Representative assigned you the ‘**Health Care Staff**’ role rather than the ‘**Health Care Provider**’ role when they assigned your user license.

The following can be done to correct this:

1. **Ask your Site Representative to review your user license profile and change your role** from “Health Care Staff” to “Health Care Provider” by:
 - Logging into the AHS IAM (<https://iam.ahs.ca>)
 - Follow the instructions provided through the following link: [How to Request or Modify AVBS End-User Licenses](#).
2. **Contact the AVBS Provider Support team** at 1-844-705-1265, or AlbertaVaccineBookingSystemSupport@gov.ab.ca and ask them to review your AVBS role.

Important AVBS Website Links

AVBS Site for Albertans - <https://bookvaccine.alberta.ca>

- This website is for the registration and booking of appointments for Albertans who require 1st and/or 2nd COVID-19 doses.

COVID-19 Vaccine Program for Albertans - <https://www.alberta.ca/covid19-vaccine.aspx>

- This website provides information about the COVID 19 vaccination program in Alberta. On this page an Albertan can click on “Book your shot” and then “Find a pharmacy” to be directed to the Book Vaccine/AVBS website.

AVBS Site for Pharmacies - <https://www.albertanetcare.ca/avbs.html>

- This link will take the pharmacy user to the ‘live’ AVBS environment

AVBS Training Environment - <https://www.albertanetcare.ca/avbs-training/avbstraining.html>

- This link will take the pharmacy user to the AVBS ‘sandbox’ environment.

AVBS Site for Site Representatives - <https://www.albertanetcare.ca/AVBSforsiteRep.html>

- This link will support Site Representatives in the management of User Licenses.

AVBS Key Messages

APPOINTMENT AVAILABILITY WITHIN THE AVBS

Do All Pharmacies Need to Set Their Appointment Availability Within the AVBS?

- All pharmacies with vaccine supply and/or those who have ordered vaccine supply must begin using the AVBS for appointment booking starting August 23.
- Set your appointment availability to align with your current/expected vaccine supply.
- If your pharmacy does not have supply, you are not required to create available appointments in the AVBS.

How to Set Appointment Availability within the AVBS

Use the following instructions to set your appointment availability in the AVBS:

- ‘Overview of Scheduler’ - video tutorial
- ‘How to Manage Appointment Blocks Using Scheduler’ - user guide and video tutorial

Both of these resources can be accessed by:

- Clicking on the ‘Knowledge Tab’ within the AVBS; and/or
 - Going to the ABC website, clicking on Appointment Management <https://www.ab.bluecross.ca/providers/pharmacy-alberta-vaccine-booking-system.php>
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COVID-19 VACCINE APPOINTMENT REPORTING (CVAR) PORTAL

Sunday August 22 was the last day for community pharmacies to submit their confirmed booked appointments within the interim CVAR portal. All confirmed appointment bookings August 23 onwards will be collected by the AVBS.

The \$20 claim that pharmacies submitted to Alberta Blue Cross after populating the CVAR will also discontinue on August 22.

ASSIGNING AVBS USER LICENSES – KEY REMINDERS

Number of User Licenses Available to Each Pharmacy: Surge and Non-Surge Capacity

- **Pharmacies have access to 3 to 5 user licenses.** Do not assign user licenses greater than this amount. To confirm the number of assigned user licenses for your pharmacy, please contact AVBS Provider Support.
- **All community pharmacies participating in the ACPIP must assign user licenses.** Assigning user licenses is necessary even though COVID-19 vaccine demand has decreased, and/or your pharmacy may not have vaccine supply and/or plan to order vaccine. Assigning user licenses will ensure your pharmacy's connection with the AVBS and enable a rapid response and readiness should vaccine guidance change in Alberta.
- **Of the total number of user licenses assigned to your pharmacy, one will be for the AVBS site representative** and the remaining will be assigned by the site representative to other staff members. Note: the site representative has to assign a user license to themselves.
 - The **three to five** user licenses will be available during periods of high vaccine demand and immunization rates, defined as user license **surge** capacity.
 - When vaccine demand significantly decreases, the number of user licenses available will decrease to **one or two** per pharmacy, defined as user license **non-surge** capacity.
 - Pharmacies will be informed when the number of user licenses decrease or increase.
 - During non-surge periods, understandably, a pharmacy will not need have access to the AVBS during all hours of operation due to the lower number of user licenses.
- **The number of user licenses for pharmacies should remain in surge until the end of the calendar year.** Depending on the direction with COVID-19 boosters or the expansion of age eligibility for COVID-19 vaccines, the period of surge may change.
- **It is not mandatory for a pharmacy to assign all of the AVBS user licenses they are eligible for.** However, in an effort to ensure that your pharmacy has access to the AVBS during all hours of operation in periods of surge, maximising the number of staff assigned AVBS user licenses may be helpful.
- **Expiration of licenses** - Once the AVBS is live, if a staff member does not access the AVBS within a 30-day period, the user will receive an email indicating that their user license will expire in seven days. At this point, the user will have seven days to access the AVBS. If the user does not access the AVBS within this period, their user license will

expire. If the user license expires, the pharmacy may be at risk of losing this assigned license.

How does a Site Representative Assign AVBS User Licenses?

- To assign user licenses follow this link:
<https://www.albertanetcare.ca/AVBSforsiteRep.html>
- AVBS Site Representatives must select the AVBS Role: **Health Care Provider** for all AVBS users. This will ensure that pharmacy staff assigned a user license have access to all AVBS functionalities.
- If you require assistance in assigning AVBS user licenses, refer to the '[How to Request or Modify AVBS End-User Licences](#)' reference guide.

Who should be assigned an AVBS User License?

The following should be considered when identifying which staff members should be assigned an AVBS user license.

- 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 while in surge.
- Pharmacy staff with existing access to Alberta Netcare. This will expedite AVBS access 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, responsible for creating vaccine appointment schedules and/or the pharmacist administering vaccine.
- A user license can be assigned to any staff member. It does not have to be a pharmacist.
 - If the staff member does not have a RSA token, a soft RSA token will be provided as the default. However, hard tokens can be requested.

Where do I get Assistance on Assigning AVBS User Licences?

See below for instructions on how to access the AVBS Provider Support.

[AVBS USER / REFERENCE GUIDES AND VIDEO TUTORIAL](#)

Comprehensive instruction guides that highlight the key features and process steps in the

AVBS are provided in the User Guides and the video tutorials. Training materials can be found:

- On the [ABC Website](#)
 - Within the AVBS live (blue) and training (red) environments in the In-Clinic Experience App under Knowledge tab
 - *Hint: Start with Overview of COVID-19 Vaccination Management Reference Guide and Basic Navigation User Guide*
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ABOUT THE AVBS PROVIDER SUPPORT

The AVBS Provider Support team will be available to all community users to answer questions and provide directions on AVBS functionality and access management.

Services delivered by the AVBS Support Team include:

- **AVBS Support**
 - How-to: system functionality and use
 - Troubleshooting system issues
 - Site-specific guidance (confirming actions are completed as intended)
- **AVBS Access Management**
 - First-time login support
 - Password reset
 - Site Representative / Authorized Approver support
 - License management

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

AVBS AND INFLUENZA VACCINATIONS

For the 2021 and future annual influenza campaigns, the AVBS will be used by community pharmacies and AHS for Albertans to book influenza vaccine appointments. More specific information will be provided later in September.

At this time, Alberta Health can provide the following key information about the 2021 influenza vaccine campaign:

- For a community pharmacy to be able to order, receive and administer influenza vaccines in their pharmacy, they must access and use the AVBS.
- Appointments for influenza vaccine should be made available in the AVBS for Albertans to book.
- Community pharmacies will be able to continue accepting walk-ins for influenza immunization. Walk-ins will not need to be documented in the AVBS. This is the same for COVID-19 vaccines.

- Pharmacies are not required to register the Albertan in the AVBS for walk-in influenza vaccine administration.
- 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.
- Influenza vaccine distribution to community pharmacies will not be influenced by confirmed booked appointments within the AVBS.