AVBS Basic Navigation

AVBS User Guide – Health Care Provider and Provincial Operations

As of March 15th, 2022

Pharmacy Staff: For any guidance and/or technical support, please contact:

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Alberta

Privacy Policy

The appropriate collection, use and disclosure of an Albertan's personal health information is the requirement of Alberta's Health Information Act and FOIP Act.

Whenever you see this icon, please ensure that you collect verbal consent from the Albertan for disclosure of their personal health information.

Whenever you see this icon, please ensure that you are correctly entering the information provided by the Albertan (e.g. legal first name, legal last name, Alberta PHN). The search may result in many records containing sensitive information like PI/PHI.

It is your responsibility to access only those records that are necessary to perform your duties. All access is monitored and recorded for compliance and audit purposes.

Whenever you see this icon, please pay attention to the action that is being performed. It is important you follow these instructions.

Please note that following practices are prohibited and against the code of conduct related to the handling of sensitive information (PI/PHI) **unless your role authorizes you to do so:**

- Saving lists locally on computer
- Saving lists on other storage media
- Taking pictures
- Taking screenshots

Alberta

AVBS Basic Navigation: Overview

Objectives:	To log in to AVBS, navigate within different apps, search for profiles, and log out
AVBS Role:	Health Care Providers and Provincial Operations
Pre-Requisite:	Your user account should have been created in AVBS and you should have received an email with the Salesforce URL to be able to access AVBS

3 **Note:** The term vaccination site used throughout this user guide refers to pharmacies, AHS clinics and physician offices.

Alberta

Logging in to AVBS

To log in to the AVBS, navigate to Alberta Netcare landing page using the below web URL:

https://www.albertanetcare.ca/avbs.html

Once you open the webpage, please click on the refresh button to make sure page is up to date.

1 To log in to the AVBS for the first time, click **Start Now**.

For more detailed instructions of how to log in using AHS IAM, please refer to instructions outlined on the landing page.

2 To log in to the AVBS as an existing user, click **AVBS Login**.

*Note: If you are a **Site Representative (Authorized Approver)**, please use the below web URL:*

https://www.albertanetcare.ca/AVBSforsiteRep.html

Alberta Vaccine Booking System (AVBS)

Before you begin, the following must be received from your Site-Representative:

- AVBS/AHS IAM user credentials (username and temporary password)
- RSA SecurID token (soft token on your phone or FOB hardware token)

*New AVBS users — **1** AHS IAM LOGIN
Log into AHS IAM to change/create a new password.

*Returning AVBS users — **2** AVBS LOGIN
Log into the AVBS with your updated password.

If you have active AHS IAM credentials, click the AVBS Login button

Navigating the Home Page

3 **Your Home page will have the following:**

3a **Global Search Bar:** Use the Global search bar for searching Albertans by entering a search keyword (*explained in detail on page 13*).

3b **App Launcher:** This allows you to navigate to different functionalities in AVBS, such as **Knowledge, Appointments etc**

To learn more about AVBS applications and their functions, refer to the Overview of COVID-19 Vaccine Management User Guide.
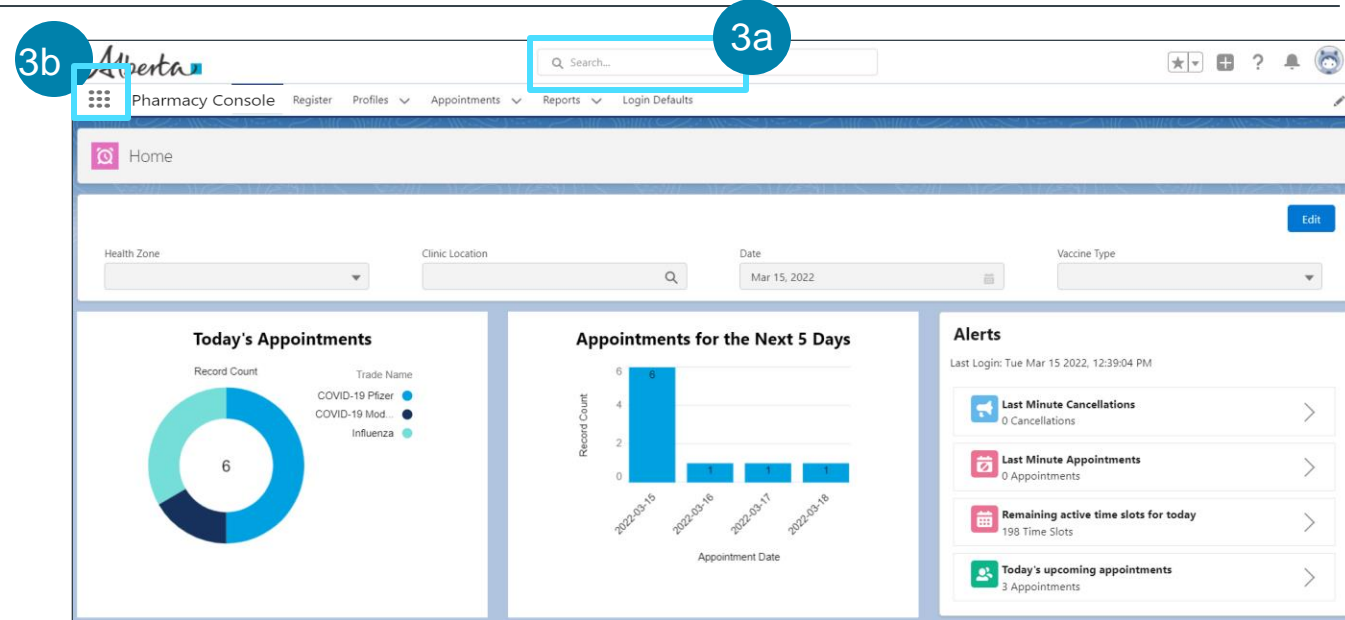
Navigating the Home Page

3d **Homepage filters:** These allow you to switch between **clinic locations, date** and **vaccine type**.

Click on the edit button to change the filters.

3e **Todays appointments :** This allows you to view the days confirmed appointments along with the vaccine trade names.

3f **Appointments for the Next 5 days:** This allows you to view the appointments for the next 5 days.

3g **Alerts:** This section shows you reports on **any last minute Cancellations** and **last minute Appointments** that have occurred since the last login. You will also be able to view the remaining time slots for the day and any upcoming appointments. You can click on the reports for more detailed information about the spots that are available/what upcoming appointments that have been booked.
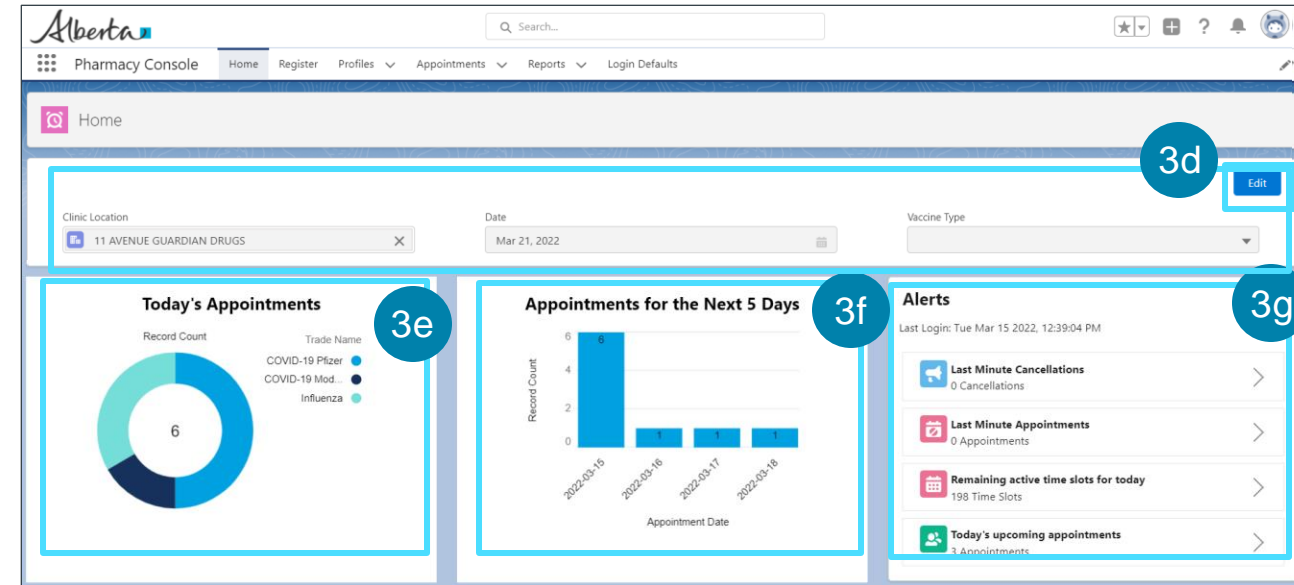
Navigating the Home Page

3h **Appointment Search :** This section allows you to either search for the clients appointments by entering their information in the search bar or by scanning their QR code. Please note that this section will only show the confirmed appointments for the date for which the homepage filter is selected.

3i **Appointment List :** This list allows you to view all the appointments for the day. Relevant Information for verifying appointment details and Client identity including Vaccine type and COVID-19 dose displayed on this list.

i *By clicking on the View button, you will be able to additional information about the Appointment, such as address information.*

3j By Clicking on the checkbox next to the Albertans Profile, the status of an appointment can be changed to Attended, No Show or Cancelled.

ii *Select the appropriate status and Click on Confirm Appointment.*

Navigating the Pharmacy Console App

4 **Logging into the AHS Console app:** You will be able to perform in-clinic activities, such as checking in, checking out, and completing appointments for Albertans who have already registered and have a confirmed appointment booking from the AHS console.

The AHS Console App will allow you to search for Albertans who need to be checked in using one or more or the following:

4a Scan **QR Code** using handheld scanner or scan using camera.

4b Register an Albertan using the **Register** tab

4c View **Appointment** Lists

4d View **Reports**

Navigating to the Knowledge Tab

5   **You can navigate to the Knowledge repository in AVBS to access AVBS user guides.**

The steps for navigating to the Knowledge in the AHS Console are :

5a   Click the **App Launcher**; type **Knowledge** in the **Search** field and select **Knowledge** under **Items**.

or,

5b   Click on the **Knowledge item in the Tab.**

You will be directed to the Recently Viewed Knowledge.
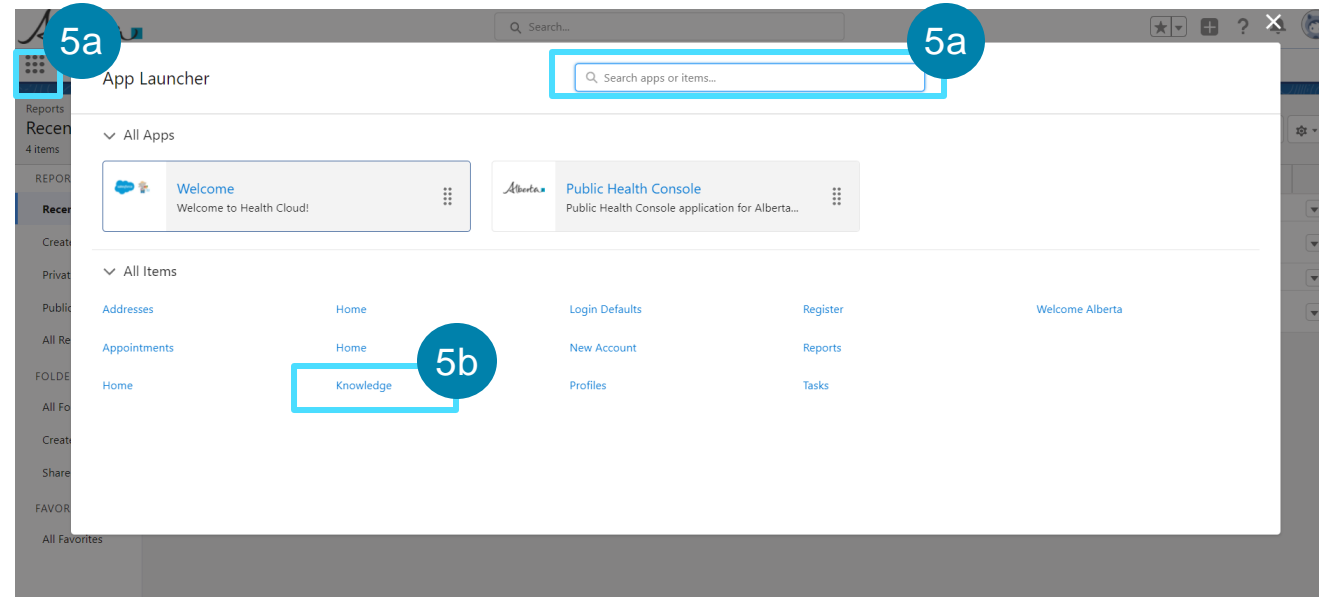
Navigating to the Knowledge Tab (Continued)

5c Once you are in Knowledge, click on the drop-down arrow and select **Published Articles.**

*The page displays all the published articles you can review and download. All AVBS user guides will have the **Article Record Type** as User Guides or Reference Guides. Any additional support materials, such as FAQs can also be found here, under respective Article Record Type.*
You can pin this view to set is as your default.

5d Click on the desired **Article Title** link that you want to review.

A new page with more details about the article will display.

Navigating to the Knowledge Tab (Continued)

5e Once the Details page will display, click on the file link under the **Files** section on the right-hand side.

A pdf view of the document will open.

i Scroll down to see all the pages or use the **Page** up-down arrows to navigate to the page you want.

ii Click on **Download** to download the file to your local system.

iii Click **Share** to share the document with others.

iv Click **X** to close the document.
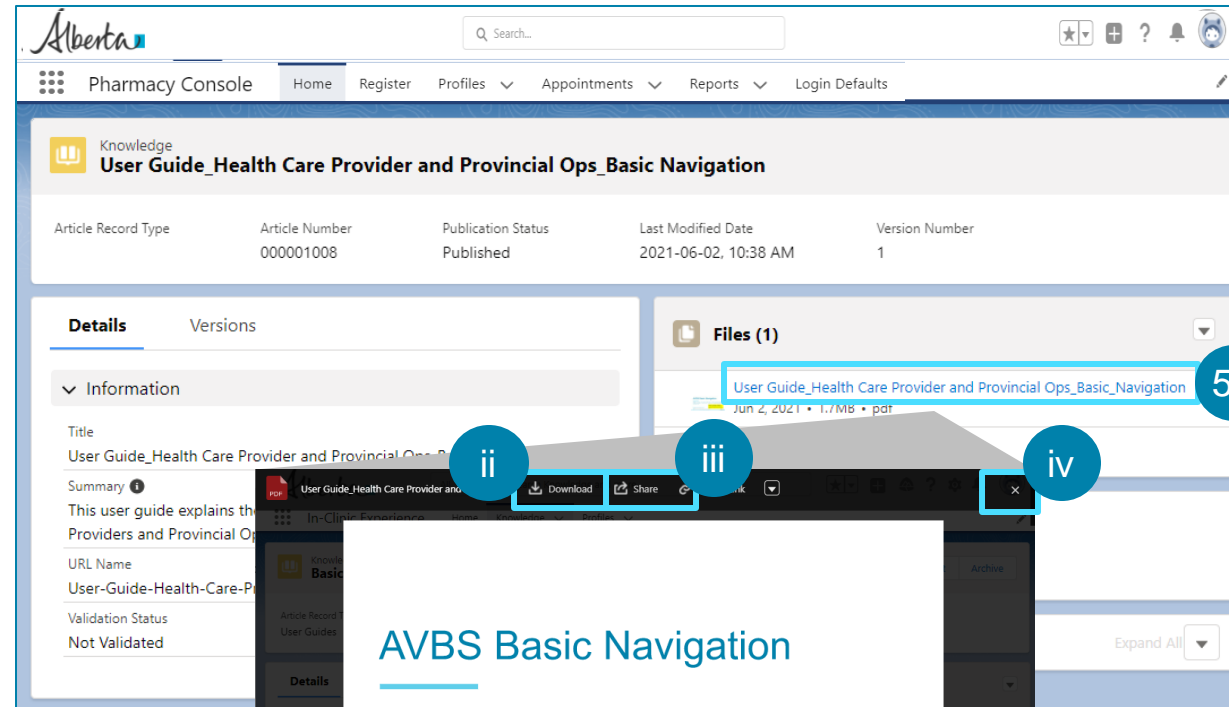
Navigating the Appointment lists

6 **Navigating the AHS Console app:**

6a Click **Profiles** to view lists of AVBS profiles.

6b Click **Appointments** to view the list of appointments for vaccination.

By default, the Recently Viewed list view will display. To filter the list by different criteria, follow the steps below:

i Click the **drop-down arrow**.

ii Select any of the list views available from the drop-down menu.

Navigating the Appointment Lists (Continued)

6d **Printing the Appointments List:**

i To print the appointments list, for example, **Today's Appointments**, click on the **Print** button.

A new window displaying the printable view of the list will display.

ii Click on **Print This Page**, and a pop-up window will display where you can enter your printing details.

iii Once printing is done, click **Close Window** to close the printable view.

Searching an Albertan's Profile in AVBS

7 To search for an Albertan's profile, click on the **Register** Tab. You can also search for the Albertans profile using the Global Search bar.

7a Enter one of the following into the **Search by Client Information** field :
- **Legal First Name and Legal Last Name**
- **Alberta Personal Health Number (PHN)**
- **Legal Last Name and Date of Birth**

i Click on Search

Once the search results display:

ii Click on **View Profile** .

Tip: If more than one search result appears, be sure to select the correct record.

The Albertan's Person Account page will display.

Searching an Albertan's Appointment Record in AVBS

8 To search for an Albertan's appointment record using the **Global Search Bar**:

8a Enter the Albertan's **Booking Confirmation Number** (e.g., B-8FUTHFMF) in the **Search** field and press Enter.

If you do not see any results on the screen, see step 8b, otherwise proceed to step 8c.

*If the Albertan does not have their Booking Confirmation Number, access the Albertan's Person Account page (as outlined on page 14 – 15), and click on the **Appointment Code** through the **Related Tab**.*

8b Click on **Appointments** on the **Search Results** panel on the left.

8c Click on the **Appointment Code.**

The appointment record will display.

Changing the View of a List

9 You can change the view of your screen. For example, "9" is a table view and "9b" is a split view.

To change this:

9a Click the **Table** icon and select **Split View** to display the list in split screen view.

i *Tip: The list will display in Split View.*
To change the view from split view to table view, click the table icon and select "Table".

9b In Split View, to expand or collapse the search results, click the **small arrow** icon.

Logging Out of AVBS

10 Navigate to the top right corner of the screen and click on the profile icon

10a Select the **Log Out** link to log out.

If the system is inactive for an hour, you will be logged out of the system automatically.