FAQ

COVID Vaccine Appointment Reporting

What if I am having trouble accessing the portal or need IT support?
- Please contact the Provider Support Centre by email or phone. Pharmacies can call between 9 a.m. and 5 p.m. on weekdays, weekends and holidays.
  - Phone: **1-844-956-4141**
  - Email: Support.COVID.Vaccine.Appt.Reporting@cgi.com

How do I access the online portal?
- An initial registration email from **no-reply-COVID-vaccine-appt-reporting@gov.ab.ca** will invite your pharmacy to the portal. This email will include a unique access code your pharmacy will use daily.
- A separate email will be sent daily in the early morning with a direct link to the portal. You will use your unique access code to access the portal and validate your site's daily submission.
  - The link in the daily email will only be active for the day it is sent (24 hours). A new link will be provided the next morning.

What do I do if I click on the link and nothing happens?
- Check your firewall settings to ensure that external links are not blocked or restricted. If a firewall on your computer is active, it may be rejecting the necessary network connection needed to access the portal.
- If this does not fix your problem, contact the Provider Support Centre.

What do I do if I delete my email with my unique code?
- If this happens, please contact the Provider Support Centre. They are able to send an email with a new unique code.

What does Quantity mean in the Scheduled Spaces section?
- Quantity refers to the number of appointments that meet the information you have filled out. For example, if you have entered in a row that you are administering Pfizer, dose 1, Phase 2 (Group B), the quantity column refers to how many appointments fit this criteria.

When do I have to report my appointment information in the portal?
- Once you receive your daily email with the direct link to the online portal, you can update/change your appointment information at any time throughout that day.
- It is recommended that pharmacies access and update their appointment information later in the day to account for any changes that may have occurred during the day.

How long will it take to populate the COVID-19 Vaccine Appointment Reporting portal?
- When pharmacies receive initial access to the portal or when there are significant changes to vaccine allocation, it is expected to take up to an hour as you have to update four (4) weeks worth of information.

- If you are unable to populate the information when you initially access the portal, select **No Appointments Scheduled** on the dates that you have not populated and access the portal again when you have more time to complete.
- Daily updates and changes are expected to take less than 30 minutes.
- Once you have completed the first report, the information you provide will remain populated in the reporting tool. Each day pharmacies will need to make updates to their report, even if there are no changes, or no appointments are available or booked.

If I do not have a 'next available appointment date' because I do not have vaccine (i.e. the pharmacy is awaiting confirmation of vaccine supply, shipment date and/or the pharmacy has no more vaccine), what do I report?
- Select 'No Appointments Available' under **Available Appointments** rather than indicating an actual appointment date. Please note, allocation of incoming vaccine supply for community pharmacies is being determined based on the data entered into the Interim COVID-19 Vaccine Appointment Booking Portal. It is imperative that pharmacies populate the portal based on anticipated vaccine supply as communicated in the weekly supply forecast. Pharmacies that do not populate booking appointment information in the Interim Appointment Booking portal may not get access to vaccine.

What does Sustained Weekly Vaccine Administration Capacity mean?
- This represents the number of vaccinations your pharmacy can administer consistently, week-to-week, assuming your pharmacy is receiving vaccine supply.

How do I document the eligibility Phase if I do not know this prior to the appointment?
- Document the Phase as 'Unknown'.

What if the appointment information is the same as the previous day?
- Once you have populated your appointment information for the next four (4) weeks, the information will remain constant until it is updated, or until the associated appointment date has passed. Even if there are no changes, the pharmacy is expected to access the portal and submit their appointment information daily.

Are there specific web browsers that I need to use to access the portal?
- Testing for this portal was completed using Chrome, Firefox, Safari, and the Chromium version of Edge. We do not recommend using any other browsers to access the portal.

Vaccine Supply and Miscellaneous Questions

If I indicate that I have no appointments scheduled, will that affect my ability to access vaccine?

- **Yes.** Allocation of incoming vaccine supply for community pharmacies is being determined based on the data entered into the Interim COVID-19 Vaccine Appointment Booking Portal. It is imperative that pharmacies populate the portal based on anticipated vaccine supply as communicated in the weekly supply forecast. Pharmacies that do not populate booking appointment information in the Interim Appointment Booking portal may not get access to vaccine.

If I increase the number of appointments booked (above the amount of vaccine I expect to receive), will my pharmacy be able to access more vaccine?
- **No.** The amount of vaccine supply that each pharmacy can access is limited by the amount of vaccine that is arriving in Alberta and the amount that is allocated for community pharmacy use. However, allocation of incoming vaccine supply for community pharmacies is being determined based on the data entered into the Interim COVID-19 Vaccine Appointment Booking Portal. It is imperative that pharmacies populate the portal based on anticipated vaccine supply as communicated in the weekly supply forecast. Pharmacies that do not populate booking appointment information in the Interim Appointment Booking portal may not get access to vaccine.

If I increase my sustainable maximum number of vaccinations per week, will my pharmacy be able to access more vaccine?
- No. Many factors influence the distribution of vaccine to pharmacies; this includes the amount of vaccine provided to Alberta by the federal government, and the vaccine's specific handling and storage requirements. As vaccine supplies increase, more supply will be made available to pharmacies for use.

Do I still have to access the Alberta Vaccination Inventory (AVI) daily if I am populating the appointment portal?
- All pharmacies are required to access the AVI portal to complete the daily physical count and reconciliation of their on-hand vaccine inventory. The on-hand quantities reported in AVI are used to manage inventory in the province and accuracy is essential to managing the COVID-19 vaccine program.

I am unable to access the exact required appointment information from my own online appointment booking application/software system. What should I do?
- Appointment information is required for the appropriate understanding of vaccine distribution throughout the province. If required, please work with your software provider.

My pharmacy is not open seven days a week, do I have to submit this information on the days that the pharmacy is closed?
- No, only submit appointment information on the days your pharmacy is open.

Where will my 'next available appointment date be publicly accessible?
- Alberta Blue Cross will indicate the next available appointments for all pharmacies on their Website. More information can be found here: COVID-19 Immunization Program