

# How to Manage Check-In / How to Complete or Defer Vaccine Administration

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## AVBS User Guide – Health Care Provider and Provincial Operations

As of August 6<sup>th</sup>, 2021

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

 1-844-705-1265

 [AlbertaVaccineBookingSystemSupport@gov.ab.ca](mailto:AlbertaVaccineBookingSystemSupport@gov.ab.ca)

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

 1-877-311-4300

# 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, health card number). 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
- Printing lists
- Taking pictures
- Taking screenshots

# Checking-In an Albertan, and Completing or Deferring Vaccine Administration: Overview

- Objectives:** To check-in an Albertan for a scheduled COVID-19 vaccination, and to complete or defer vaccine administration.
- AVBS Role:** Health Care Providers and Provincial Operations
- Pre-Requisite:** You should have access to the In-Clinic Experience

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# Navigating to In-Clinic Experience Home Page

To check-in an Albertan for COVID-19 vaccine administration, you need to be in the In-Clinic Experience App. Once in the In-Clinic Experience, you need to search for the Albertan's record in AVBS first and then check them in.

Upon logging into AVBS, you should automatically be directed to the In-Clinic Experience home page. If you are not, follow these steps to navigate to the In-Clinic Experience:

1 Click on the **App Launcher** in the top left corner of the screen.

2 Select the **In-Clinic Experience** app.

*You will then be directed to the In-Clinic Experience home page.*

3 Click **Home**.

The image shows two screenshots of the In-Clinic Experience app interface. The first screenshot shows the 'App Launcher' in the top left corner, with a red circle and the number '1' highlighting it. Below the launcher, the 'In-Clinic Experience' app is selected, highlighted with a red circle and the number '2'. The second screenshot shows the 'Home' page of the In-Clinic Experience app, with a red circle and the number '3' highlighting the 'Home' button in the top navigation bar. The 'Home' page includes a search bar, a 'Find Client' section with 'Scan Using Handheld Scanner' and 'Scan using Camera' buttons, and a 'Search By Client Information' section with various search criteria like Health Card Number, Confirmation Code, Clinic Location, First Name, Last Name, Postal Code, and Date of Birth.

# Searching for the Albertan's Record in AVBS – Scanning QR Code



There are many ways you can search for the Albertans when In-Clinic Experience Home page. Search for the Albertan using one of the following options:

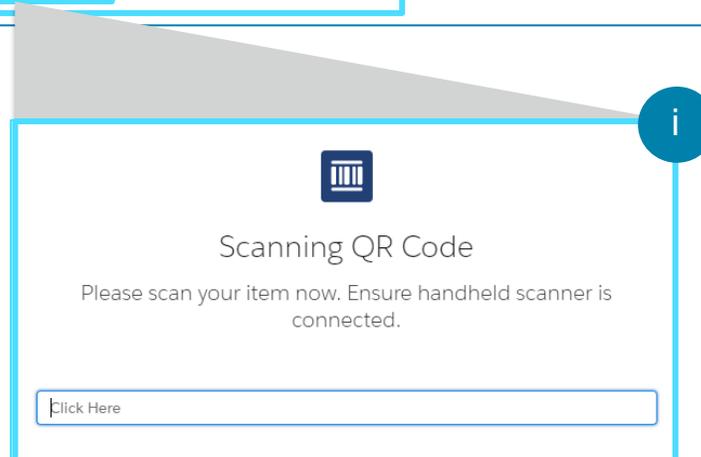
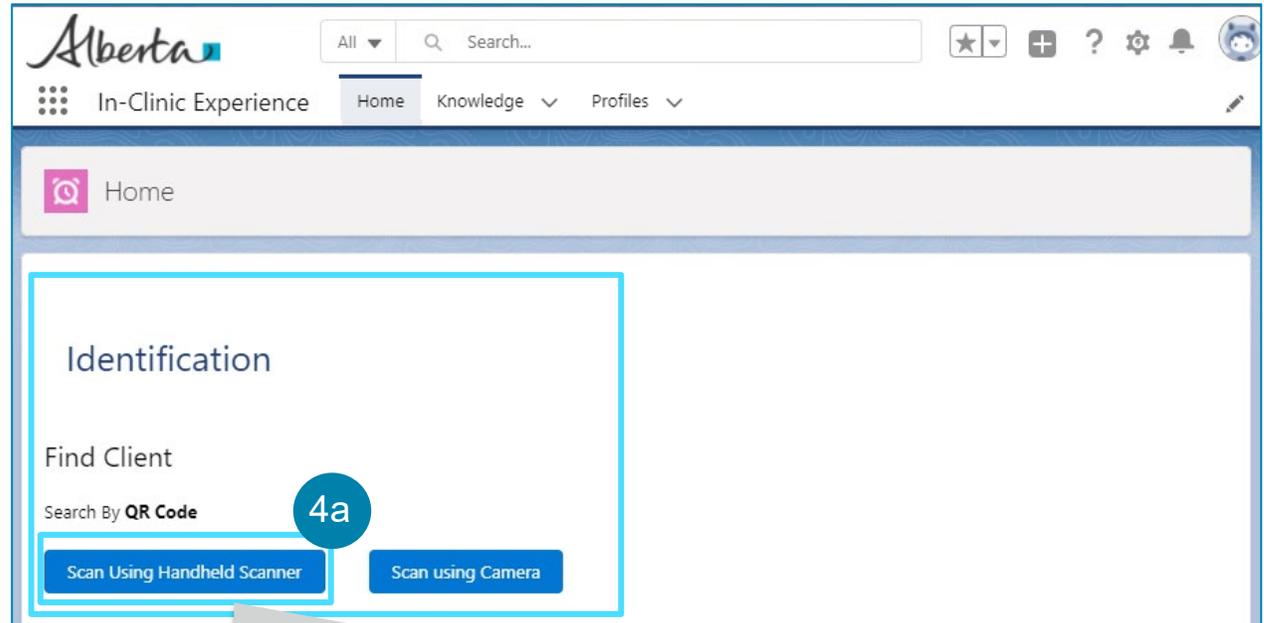
4a To search using the handheld scanner, click on the **Scan Using Handheld Scanner** button to scan the QR code that the Albertan has brought.

*A popup box will appear.*

i **Scan the QR code** with the Handheld scanner.

*You will be automatically redirected to the Albertan page.*

*Tip: If you are not automatically directed to the Albertan page, click Enter on the computer.*

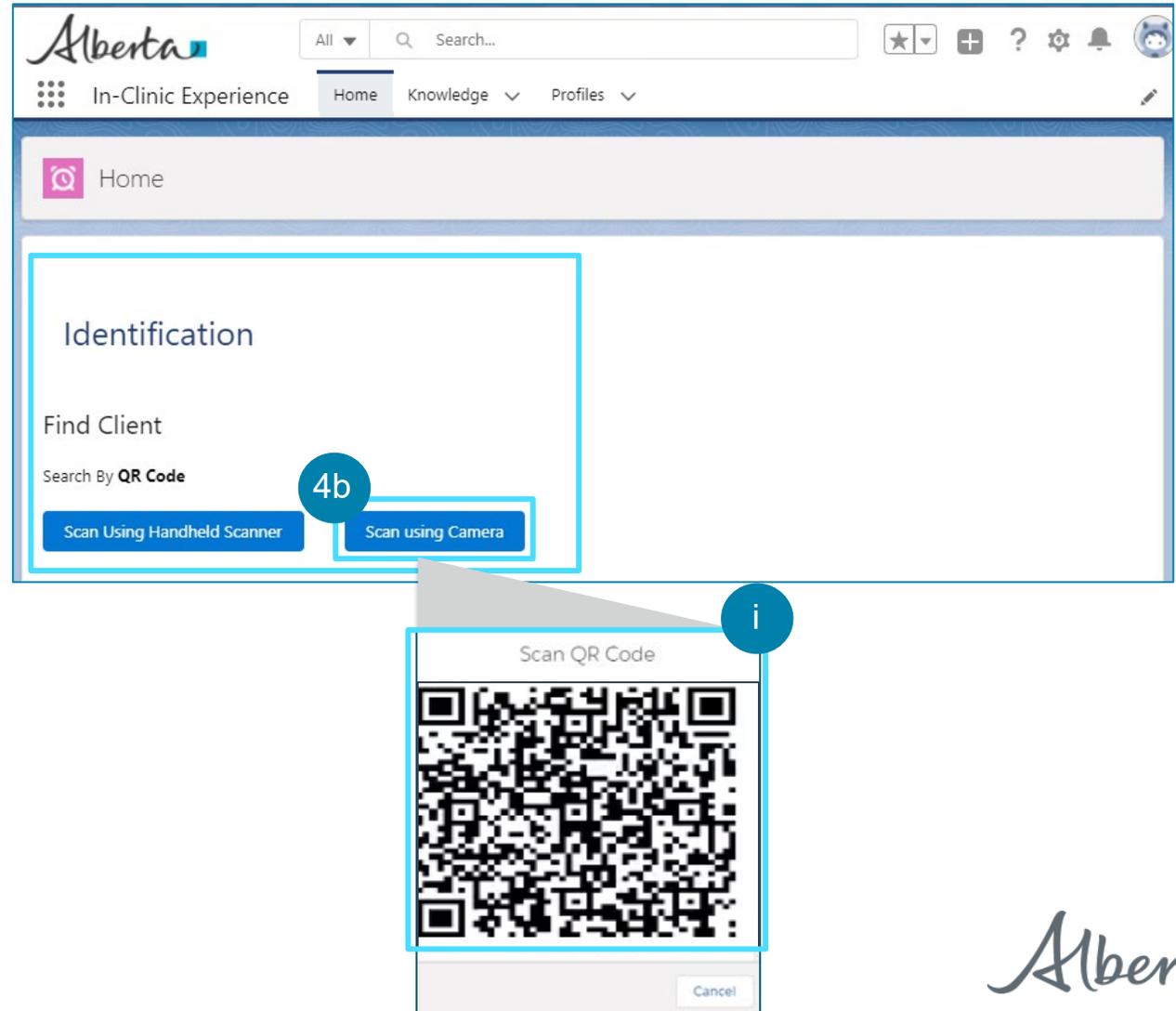


# Searching for the Albertan's Record in AVBS – Scanning QR Code (Continued)

**4b** To search with the computer camera, click on the **Scan using Camera** button and bring the QR code to the computer camera to scan the QR code with the camera.

**i** Hold up the **QR code** to the camera of the system you are using to access AVBS.

*Upon successful scanning, you will be automatically directed to the Albertan's information screen.*



# Searching for the Albertan's Record in AVBS – Using Albertan Information

4c Scroll down to search for the Albertan by entering one or more of the following details:

- Health Card Number (HCN)
- Confirmation Code
- Location
- Legal First Name
- Legal Last Name
- Date of Birth
- Postal Code

*Note that the search functionality is case sensitive.*

4d Click **Search**.

*The Albertan's information will display in the search result.*

5 Select the Albertan's record and click **View**.

*The Albertan's identification will display. See the next page.*

The screenshot shows the AVBS search interface. At the top, there is a search bar with a dropdown menu set to 'All' and a search icon. Below the search bar, there are several search criteria fields: 'Search by Health Card Number', 'Search by Confirmation Code', 'Search by Clinic Location', 'Search by First Name', 'Search by Last Name', 'Search by My List', 'Search by Postal Code', and 'Search by Date of Birth'. A blue circle labeled '4c' highlights the search criteria section. Below the search fields, there are 'Search' and 'Clear Search' buttons. A blue circle labeled '4d' highlights the 'Search' button. Below the buttons, there is a section titled 'Showing result for' with the text 'First Name: Test'. Below this, there is a 'Select page size' dropdown menu set to '10' and a 'Total search result is: 7' indicator. Below the page size and total results, there is a table with columns: 'Cli...', 'Appo...', 'PHN ...', 'Confi...', 'First ...', 'Last ...', 'DOB ...', 'Sex', and 'View'. A blue circle labeled '5' highlights the 'View' button in the first row of the table. The table contains three rows of search results.

	Cli...	Appo...	PHN ...	Confi...	First ...	Last ...	DOB ...	Sex	View
1	CALGARY ...	May 28, 2...		B-JU3WU...	test	AstraZene...	1930-05-1...	Male	View
2	Edmonton...	May 26, 2...	987972782	B-UGDWG...	test	test747	1940-05-2...	Male	View
3	Edmonton...	May 26, 2...	987972784	B-7VGER4...	Test	Test7473	1924-05-0...	Male	View

# Checking In the Albertan in AVBS – Completing Identification

Once on the identification page, you can confirm and/or update any of the Albertan's information. If you need to update information, follow the steps below:

- 6 Click on **Edit** (pencil icon) to make the **Client Information** editable.
- 6a You may edit their Legal First Name, Legal Last Name, Birthdate, Sex, or Health Card Number, if required.
- 6b You may click **Cancel** to discard any changes made or click **Submit** to save the changes.
- 7 Click on **Edit** (pencil icon) to make the **Identification Information** editable.
- 7a You may edit their address, contact and personal health information, if required.
- 7b You may click **Cancel** to discard any changes made or click **Submit** to save the changes.

The screenshot displays the AVBS system interface for editing client information. The top navigation bar includes the Alberta logo, a search bar, and navigation tabs for Home, Knowledge, and Profiles. The main content area is divided into two sections: Client Information and Identification Information. The Client Information section is highlighted with a blue box and a pencil icon, and the Identification Information section is also highlighted with a blue box and a pencil icon. The Client Information section includes fields for First Name (George), Last Name (Bates), Birthdate (Aug 10), Sex (Male), and Health Card Number (432551466). The Identification Information section includes fields for Street Address (11 33rd), City or Town (Edmonton), Province/Territory (Alberta), Postal Code (T3G 3M1), Mobile, Email (mgauron@deloitte.ca), Age (104 Years), and First dosage or second dosage? (First dose). The Appointment Details section includes Date (Aug 10, 2021), Clinic Name (101 PHARMACY), Appointment Time (09:00 a.m.), and Clinic Location (1007 CENTRE ST NW, CALGARY, AB, T2P 2A6). The Action section includes a dropdown menu (please select appoi...) and a Confirm Appointment button.

# Checking In the Albertan in AVBS – Completing Identification (Continued)

Once you have confirmed or updated the Albertan's information, a success banner will display indicating that the details have been updated successfully.

To continue, follow the steps below:

8 Confirm that the **Appointment Details** are correct.

You will direct the Albertan to the area where they will be vaccinated. Please continue to verify with your internal systems for consent collection and vaccine administration processes.

i This section indicates the vaccine type the Albertan will receive.

ii This section indicates the vaccine type(s) the Albertan was eligible for.

9 Click **Return to Search** to continue with checking in the next Albertan.

You will be automatically directed back to the In-Clinic Experience Home screen.

The screenshot displays the AVBS interface for checking in an Albertan. At the top, there is a search bar and a navigation menu with 'In-Clinic Experience' and 'Home'. A green success banner at the top right states 'Information updated. The information was updated successfully.' Below this, the 'Client Information' section shows details for George Bates, born 1916-08-10, male, with health card number 432551466. The 'Eligible Vaccine Types' section is highlighted with a blue box and a circled 'i', showing 'Appointment Vaccine Type' as Pfizer. Below it, a table of eligible vaccines is highlighted with a blue box and a circled 'ii':

Eligible Vaccine	Eligible Vaccine Janssen
AstraZeneca <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Eligible Vaccine Moderna <input checked="" type="checkbox"/>	Eligible Vaccine Pfizer <input checked="" type="checkbox"/>

The 'Appointment Details' section is highlighted with a blue box and a circled '8', showing the date as Aug 10, 2021, at 09:00 a.m., at 101 PHARMACY, 1007 CENTRE ST NW, CALGARY, AB, T2P 2A6. The 'Identification Information' section shows the address as 11 33rd, Edmonton, Alberta, T3G 3M1, with contact information for mgauron@deloitte.ca. At the bottom, the 'Action' section is highlighted with a blue box and a circled '9', featuring a dropdown menu set to 'please select appoi...', a 'Confirm Appointment' button, and a 'Return to Search' button. A status list at the bottom includes 'Completed', 'Deferred', 'Cancelled', and 'Incomplete'. The Alberta logo is in the bottom right corner.

# Checking Out the Albertan in AVBS – Completing Appointment Status

To check out an Albertan, the appointment status must be updated. To update the Albertan's appointment status, follow the steps below:

- 10 Access the Albertan's profile by searching your **Clinic Location** and following the steps outlined on page 7.
- 11 Update the status of their appointment by clicking on the drop-down arrow and completing the vaccination process.
  - Select **Completed** if the Albertan's vaccine was successfully administered.
  - Select **Deferred** if the Albertan's vaccine was not administered and they would like to defer their appointment.
  - Select **Cancelled** if the Albertan would like to cancel their appointment.
  - Select **Incomplete** if the Albertan showed up to their appointment but was not able to receive that dose.

- 12 Click **Confirm Appointment**.

You will be automatically directed back to the In-Clinic Experience Home screen.

The screenshot displays the AVBS interface for an Albertan's profile. The top navigation bar includes the Alberta logo, a search bar, and navigation links for 'In-Clinic Experience', 'Home', 'Knowledge', and 'Profiles'. The main content area is divided into several sections:

- Client Information:** Displays personal details for George Bates, born 1916-08-10, male, with Health Card Number 432551466.
- Eligible Vaccine Types:** Shows that the appointment vaccine type is Pfizer, and all four vaccine options (Pfizer, AstraZeneca, Moderna, Janssen) are marked as eligible with checked boxes.
- Identification Information:** Lists address (11 33rd, Edmonton), province (Alberta), postal code (T3G 3M1), mobile, email (mgauron@deloitte.ca), age (104 Years), and first dosage (First dose).
- Appointment Details:** Shows the date (Aug 10, 2021), time (09:00 a.m.), clinic name (101 PHARMACY), and clinic location (1007 CENTRE ST NW, CALGARY, AB, T2P 2A6).
- Action:** Features a dropdown menu labeled 'please select appoi...' and a prominent blue 'Confirm Appointment' button. A callout box labeled '11' points to the dropdown menu, which lists 'Completed', 'Deferred', 'Cancelled', and 'Incomplete'. A 'Return to Search' button is also present.

A callout box labeled '12' points to the 'Confirm Appointment' button.