How to Manage Check-In

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:

📞 1-844-705-1265

✉️ AlbertaVaccineBookingSystemSupport@gov.ab.ca

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
- Printing lists
- Taking pictures
- Taking screenshots

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Checking-In an Albertan Prior to Vaccine Administration: Overview

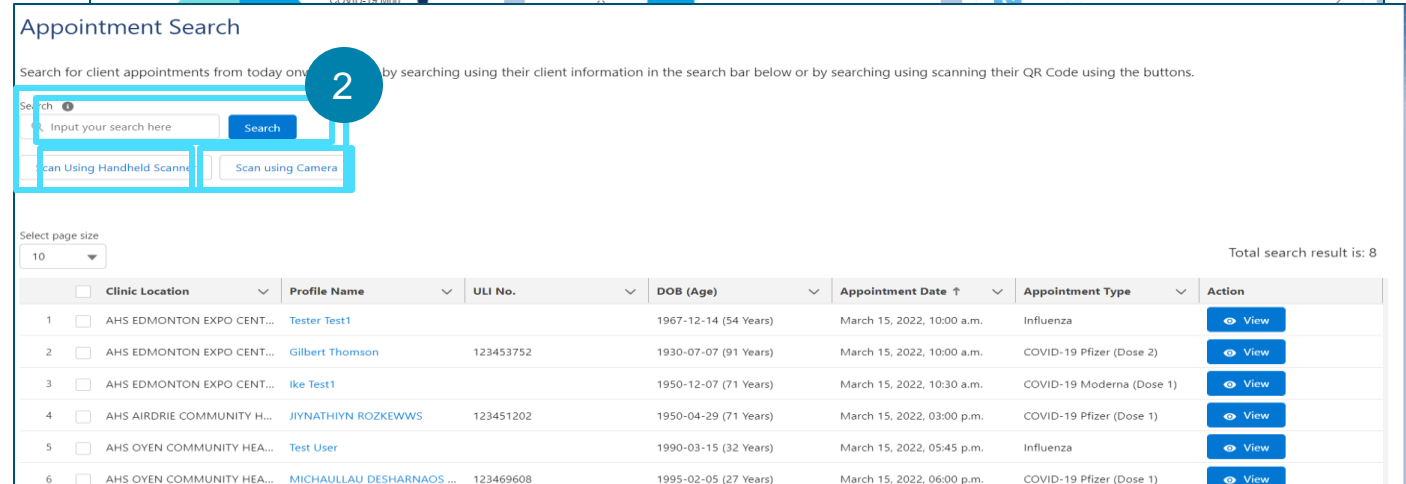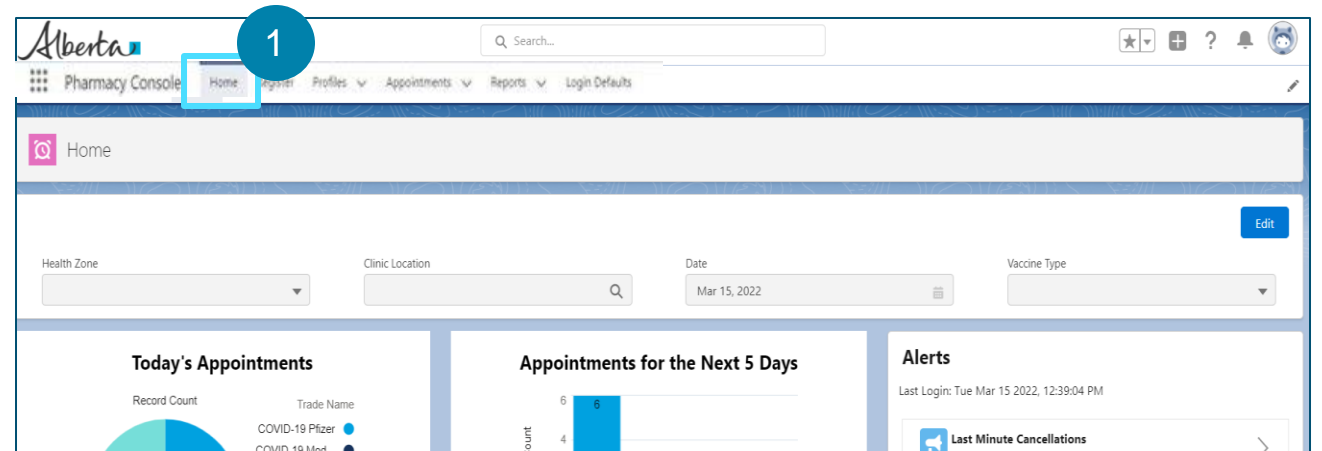|	
Objectives:	To check-in an Albertan for a scheduled vaccination.
AVBS Role:	Health Care Providers and Provincial Operations
Pre-Requisite:	You should have access to the In-Clinic Experience

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

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Navigating to Pharmacy Console Home Page

To check-in an Albertan for vaccine administration, you will be able to see a list of the confirmed appointments on the Pharmacy homepage. To switch between dates, you can change the homepage date filters.

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1 Select the **Home** Tab if you are in any other Tab.

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2 Scroll down to the Appointment search Section and you will be able to Search for client appointments from that day onwards either by searching using their client information in the search bar below or by searching using scanning their QR Code using the buttons.

Checking-in an Albertan from the Homepage

3 You will also be able to view the days **appointments** as a list view.

4 To select one or more Appointments to Check in, select the Appointments by clicking on the checkbox next to it.

5 After selecting the list of Appointments, Click on the **Please Select Appointment Status** Drop-down list and select the status of the Appointments.

*You can select the status as **Attended, No show** or **Cancelled.***

Select **Attended** *if the Albertan has attended to check them in.*

Select **Cancelled** *if the Albertan would like to cancel their appointment.*

When the status is updated to cancelled, the appointment time slot will become available for someone else to book. Refer to the **How to Reschedule or Cancel a Vaccination Appointment** *User Guide for more information.*

Select **No Show** *if the Albertan has not showed up to their appointment.*

Checking-in an Albertan from the Homepage

5 After Selecting the Status of the Appointment, Click on **Confirm Appointment.**

5a If you need to edit the Albertans personal information before you check them in **:**

i Click on the View Button next to the Albertans Profile and you will be redirected to their information page

	Clinic Location	Profile Name	ULI No.	DOB (Age)	Appointment Date ↑	Appointment Type	Action
1	☐ AHS EDMONTON EXPO CENT...	Tester Test1		1967-12-14 (54 Years)	March 15, 2022, 10:00 a.m.	Influenza	⊙ View
2	☐ AHS EDMONTON EXPO CENT...	Gilbert Thomson	123453752	1930-07-07 (91 Years)	March 15, 2022, 10:00 a.m.	COVID-19 Pfizer (Dose 2)	⊙ View
3	☐ AHS EDMONTON EXPO CENT...	Ike Test1		1950-12-07 (71 Years)	March 15, 2022, 10:30 a.m.	COVID-19 Moderna (Dose 1)	⊙ View
4	☐ AHS AIRDRIE COMMUNITY H...	JIYNATHIYN ROZKEWWS	123451202	1950-04-29 (71 Years)	March 15, 2022, 03:00 p.m.	COVID-19 Pfizer (Dose 1)	⊙ View
5	☐ AHS OYEN COMMUNITY HEA...	Test User		1990-03-15 (32 Years)	March 15, 2022, 05:45 p.m.	Influenza	⊙ View
6	☐ AHS OYEN COMMUNITY HEA...	MICHAULLAU DESHARNAOS ...	123469608	1995-02-05 (27 Years)	March 15, 2022, 06:00 p.m.	COVID-19 Pfizer (Dose 1)	⊙ View
7	☐ AHS OYEN COMMUNITY HEA...	GLAUNN WEBBER	123469609	1995-02-05 (27 Years)	March 15, 2022, 06:00 p.m.	COVID-19 Pfizer (Dose 1)	⊙ View
8	☑ AHS AIRDRIE COMMUNITY H...	Mary Cunningham	123453836	1958-03-25 (63 Years)	March 15, 2022, 06:15 p.m.	COVID-19 Pfizer (Dose 3)	⊙ View

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| Attended ▼ | | Confirm Appointment |

	Clinic Location	Profile Name	ULI No.	DOB (Age)	Appointment Date ↑	Appointment Type	Action
1	☐ AHS EDMONTON EXPO CENT...	Tester Test1		1967-12-14 (54 Years)	March 15, 2022, 10:00 a.m.	Influenza	⊙ View

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Checking In the Albertan in AVBS – changing Albertans Information

Once on the information 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 information, if required.

7b You may click **Cancel** to discard any changes made or click **Submit** to save the changes.

Checking In the Albertan in AVBS – Changing Albertans Information (Continued)

8 Update the **status** of their appointment by clicking on the drop-down arrow and completing the vaccination process.

- *Select **Attended** if the Albertan has attended to check them in.*
- *Select **Cancelled** if the Albertan would like to cancel their appointment.*

  *When the status is updated to cancelled, the appointment time slot will become available for someone else to book. Refer to the **How to Reschedule or Cancel a Vaccination Appointment** User Guide for more information.*

- *Select **No Show** if the Albertan has not showed up to their appointment.*

  *Please refer to pages 7 – 9 in the **List Views in AVBS** User Guide for detailed steps on how to mass update the status of incomplete appointments to **No Show** at your facility.*

9 Click **Confirm Appointment**.

*You will be automatically directed back to the In-Clinic Experience Home screen. You can also click **Return to Search** to be directed back to the AHS console Homepage*